

Division of Workers' Compensation



CA Department of Industrial Relations

# **EAMS e-forms Trial Participant Training**

## **October 22, 2010**

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## Attendance

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- ONE EMAIL FROM EITHER THE PRIMARY OR THE ALTERNATE ADMINISTRATOR
- PUT YOUR UAN – QUASI-UAN AND YOUR NAME IN THE SUBJECT LINE
- SEND TO: [CRU@DIR.CA.GOV](mailto:CRU@DIR.CA.GOV)
- FAILURE TO DO SO BY 9:25 A.M. WILL PREVENT YOU FROM E-FILING



# Agenda

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- Introduction
- Overview of the e-forms Trial
- e-form Filing
- EAMS Help Desk
- The Unprocessed Document Queue
- Tips & Tricks from Current e-form Users
- Q&A



## Q & A Process

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- Write down your questions – leave room for answers
- Note your main question – ask it first
- Press \*1 if you want to ask a question
  - Our Moderator will be connecting you in order
- Each administrator will be able to ask 1 question initially
  - If you have more, press \*1 to get back in the queue
- Listen carefully to each question
  - Many of yours will be answered as we go
- If you have more, press \*1 to get back in the queue



# Overview of the e-forms Trial

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- Purposes of trial
- Test e-forms functionality in EAMS
- Reduce paper flow into system
- Expedite form filing
- Refine proposed regulations
- First round began September 22, 2008 & this is Round 11
- Ends when e-forms regulations become effective



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## Website links

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- Main EAMS Page
  - [www.dwc.ca.gov/eams](http://www.dwc.ca.gov/eams)
- Uniform Assigned Name (UAN) Online Database
  - [http://www.dir.ca.gov/DWC/eams/EAMS-LC/EAMS\\_ClaimsAdmins\\_Reps.htm](http://www.dir.ca.gov/DWC/eams/EAMS-LC/EAMS_ClaimsAdmins_Reps.htm)
- EAMS Case Number Lookup Tool
  - <http://www.dir.ca.gov/dwc/eams/eams-lc/EAMSCases.asp>
- At the bottom of the EAMS main page is a section titled “Working In EAMS” where you will find the links to the UAN and the EAMS Case Number Lookup Tool as well
- Jackie’s email: [JMCCONNIE@DIR.CA.GOV](mailto:JMCCONNIE@DIR.CA.GOV)



## NEW – Web Access

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- Coming soon
- Search case information on all cases
  - Search by Case Number or Injured Worker
  - Results include:
    - Case Participants with address (not injured worker\_
    - Body Parts
    - Current WCJ, Venue (Case Location), Case Number
    - Next Hearing Date
    - Will show if there is DEU Product and if case is archived
    - Case Events





# Trial Registration

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- Organization
- Person
- User
- Administrator
- Alternate administrator



# Logons

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- Username
- Password
- Only 1 person in your office can be logged in at a time



## e-forms Only

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- For duration of participation
- Except documents completed at District Office or otherwise specified, e.g. DOR for satellite District Office, Regular DOR if e-form filing not successful, DOR for asbestos cases



# Civil Code Section 1798 Compliance

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- Maintain reasonable security procedures and practices
- Promptly disclose any breach OR potential breach
  - To resident whose information compromised
  - To DWC



## **Administrator and Alternate Responsibilities**

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- Enforce contract conditions
- Retain verification of completion of CBT
- Security, procedures, training and supervision
- Report and disclose actual or potential breach
- First level support
- Assist and participate with DWC



# Uniform Assigned Names

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- Court administrator regulation section 10217 (b)
- Claims administrators' offices
- Representatives' offices
- Name = name/location combination
- Assigned by DWC
- Posted on Website & updated daily



## Uniform Assigned Names – cont'd

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- Don't make up your own
- Use only those from the online database list
- Use for ALL case participants that have a UAN
  - Law firms
  - Lien claimant representatives' offices
  - CLAIMS ADMINISTRATORS' OFFICES
- Must list their address exactly as listed in the database
- If you don't have a UAN for an entity that should, get it before you file – don't just leave it blank
- If you have a problem with an entity getting them to register, email [CRU@DIR.CA.GOV](mailto:CRU@DIR.CA.GOV)

# Registration

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- Central Registration Unit (CRU)
- E-mail [CRU@DIR.CA.GOV](mailto:CRU@DIR.CA.GOV)
- Fax 1-888-822-9309
- New offices and **changes**
- Preferred method of service
- Change in **Handling Location**
- Remember, it is not just your UAN, but also the UAN for all other such entities on the e-Form



**.GOV** Welcome to the California  
**DEPARTMENT OF INDUSTRIAL RELATIONS**

Labor Law Cal/OSHA Workers' Comp Apprenticeship Statistics & Research Mediation Boards Media

ed Worker Employer EAMS A - Z Index I&A Claims Adjudication DEU Medical Unit RRTW Special Funds

**IT TO . . .**

arch for an active  
rkers' comp case  
ow my rights  
ow what to do when I get  
rt on the job  
id a fact sheet or I&A  
ide  
id a form  
id a publication  
id a report  
id a DWC office  
ntact DWC  
rticipate in DWC  
emaking  
rticipate in a DWC forum  
rticipate in a WCAB  
um

**Division of Workers' Compensation - Electronic Adjudication Management System (EAMS) claims administrators' offices and representatives' offices**



Click to search [claims administrators' offices](#) or [representatives' offices](#)

**Choose one**

[Database search instructions](#)

Download tab-separated files for [claims administrators' offices](#) or [representatives' offices](#)

[UEBTF office listing](#)

**Uniform assigned names for claims administrators' offices and representatives' offices**

Forms filed in the Electronic Adjudication Management System (EAMS) automatically create new workers' compensation case files or open existing case files. Part of this automated process involves associating the related parties to their cases. To ensure that parties are properly associated to cases in EAMS, a uniform naming convention was created for claims administrators and representatives by the DWC. Claims administrators are insurance carriers who self-administer claims, third party administrators, and self-insured self-administered employers. Representatives are attorney and non-attorney representatives.

Uniform names for claims administrators' offices and representatives' offices are assigned by the DWC.

Anyone filing a form in EAMS—be they an injured worker, a claims administrator, an attorney, a lien claimant or other—must use the uniform assigned name to identify the claims administrator or representative in the case for which they are filing. The other case parties do not currently have uniform assigned names.

**The naming convention**

Claims administrators' offices are assigned a name for each office, not a name for each entity for which claims are administered. To fit within the available space, names have been abbreviated. Law firm names include no more than the first two principals' last names. Sole practitioners are listed by their first name and then last name, unless they use only their last name as their trade name, or always use their first initial.

S  
orkers' Compensation  
eals Board  
mmission on Health  
d Safety and Workers'  
mpensation  
partment of Insurance

## WANT TO ...

Search for an active  
workers' comp case

Know my rights

Know what to do when I get  
hurt on the job

Find a fact sheet or I&A  
guide

Find a form

Find a public

Find a report

Find a DWC office

Contact DWC

Participate in DWC  
rulemaking

Participate in  
forum

Get  
results

## KS

Workers' Compensation  
Appeals Board

Commission on Health  
and Safety and Workers'  
Compensation

Department of Insurance

Employment Development  
Department

## DWC EAMS - claims administrators' offices search

Back to [claims administrators' offices and representatives' offices](#) page.

The best way to search is with the 5-digit ZIP Code for the mailing address of the claims administrator's office.

Claims' administrators' search criteria  [Clear Form](#)

EAMS No	Name	Addr 1	Addr 2	City	State	zip
	zenith					

## List of claims administrators' offices

EAMS No	Name	Address Line 1	Address Line 2	City	State	ZIP	Phone	Service	Updated
3760076	ZENITH FRESNO	PO BOX 12546		FRESNO	CA	93778	(800) 508-9910	US Mail	2/3/2009 10:13:00 AM
5031246	ZENITH ORANGE	PO BOX 9055		VAN NUYS	CA	91409	(714) 705-2300	US Mail	2/18/2009 9:51:00 AM
4395865	ZENITH PLEASANTON	PO BOX 8002		PLEASANTON	CA	94588		US Mail	8/17/2008 6:02:00 PM
4396356	ZENITH SACRAMENTO	1601 RESPONSE RD	STE 200	SACRAMENTO	CA	95815		US Mail	8/17/2008 6:02:00 PM
4293520	ZENITH SAN DIEGO	7676 HAZARD CENTER DR	STE 1200	SAN DIEGO	CA	92108		US Mail	8/17/2008 6:02:00 PM
4833077	ZENITH WOODLAND HILLS	PO BOX 9055		VAN NUYS	CA	91409	(818) 713-1000	US Mail	10/10/2008 1:54:00 PM

Record count: 6

Type in search criteria



DWC EAMS representatives' offices search - Windows Internet Explorer

DIR http://www.dir.ca.gov/DWC/EAMS/EAMS-LC/EAMSReps.asp

zenith insurance company

File Edit View Favorites Tools Help

remodelista Home design an... MSN My MSN MSN Money MSN Entertainment MSNBC Free Hotmail DIR Informational Intranet Bing™ Traffic

DIR DWCEAMS representatives' ... DIR DWCEAMS representativ... X

DIR Labor Law Cal/OSHA Workers' Comp Apprenticeship Statistics & Research Mediation Boards Media

Injured Worker Employer EAMS A - Z Index I&A Claims Adjudication DEU Medical Unit RRTW Special Funds

### I WANT TO . . .

- Search for an active workers' comp case
- Know my rights
- Know what to do when I get hurt on the job
- Find a fact sheet or I&A guide
- Find a form
- Find a public
- Find a report
- Find a DSS office
- Contact DWS
- Participate in DWC rulemaking
- Participate in forum

### LINKS

- Workers' Compensation Appeals Board
- Commission on Health and Safety and Workers' Compensation
- Department of Insurance
- Employment Development Department
- State Compensation

### DWC EAMS - representatives' offices search

Back to [claims administrators' offices and representatives' offices](#) page.

The best way to search is with the 5-digit ZIP Code for the mailing address of the representative's office.

Representatives' search criteria  [Clear Form](#)

EAMS No	Name	Addr 1	Addr 2	City	State	zip
	hanna					

### List of representatives' offices

EAMS No	Name	Address Line 1	Address Line 2	City	State	ZIP	Phone	Service	Updated
4225982	FRANCESCA HANNAN VENTURA	PO BOX 7062		VENTURA	CA	93006	(805) 844-9653	US Mail	11/3/2008 10:22:00 AM
4995983	HANNA BROPHY BAKERSFIELD	PO BOX 12488		OAKLAND	CA	94604	(661) 397-1212	US Mail	8/26/2008 11:16:00 AM
4538047	HANNA BROPHY FRESNO	PO BOX 12488		OAKLAND	CA	94604	(559) 435-9823	US Mail	8/26/2008 11:18:00 AM
4995984	HANNA BROPHY LOS ANGELES	PO BOX 12488		OAKLAND	CA	94604		US Mail	8/26/2008 11:18:00 AM
4435415	HANNA BROPHY OAKLAND	PO BOX 12488		OAKLAND	CA	94604	(510) 839-1180	US Mail	4/3/2009 9:12:00 AM
6592258	HANNA BROPHY ORANGE	PO BOX 12488		OAKLAND	CA	94604	(714) 598-4050	US Mail	12/17/2008 9:50:00 AM
4660719	HANNA BROPHY REDDING	PO BOX 12488		OAKLAND	CA	94604	(530) 223-6010	US Mail	8/26/2008 11:19:00 AM
4626044	HANNA BROPHY	PO BOX 12488		OAKLAND	CA	94604		US	8/26/2008 11:20:00 AM

**Type in search criteria**

**Get results**

**Insurance Carrier Information (if known and if applicable - include even if carrier is adjusted by claims administrator)**

ZENITH INSURANCE COMPANY

UAN not required here

Insurance Carrier Name (Please leave blank spaces between numbers, names or words)

309 HACIENDA DR 200

Insurance Carrier Street Address/PO Box (Please leave blank spaces between numbers, names or words)

PLEASANTON

City

CA

State

94588

Zip Code

DWC-CA form 10214 (c) (Rev. 11/2008) (Page 2 of 9)

**Claims Administrator Information (if known and if applicable)**

ZENITH PLEASANTON

Name (Please leave blank spaces between numbers, names or words)

UAN always required here

PO BOX 8002

Street Address/PO Box (Please leave blank spaces between numbers, names or words)

**Applicant's Attorney or Authorized Representative:**

☒ Law Firm/Attorney ☐ Non Attorney Representative

First Name

Last Name

4332459

Law Firm Number

MAL CAMERON PLEASANTON

Law Firm Name

— UAN always required here

PO BOX 1539

Address/PO Box (Please leave blank spaces between numbers, names or words)

PLEASANTON

City

City

CA

State

94566

Zip Code

**Defendant's Attorney or Authorized Representative:**

☐ Law Firm/Attorney ☐ Non Attorney Representative

First Name

DIR http://www.dir.ca.gov/dwc/FORMS/EAMS%20Forms/ADJ/DWCForm10214c.pdf

Edit Go To Favorites Help

favorites remodelista Home design an... MSN My MSN MSN Money MSN Entertainment MSNBC Free Hotmail DIR Informational Intranet Bing™ Traffic

DIR DWC EAMS representatives' ... DIR http://www.dir.ca.gov/d... x

Find

City

State

Zip Code

**Defendant's Attorney or Authorized Representative:**

☒ Law Firm/Attorney ☐ Non Attorney Representative

First Name

Last Name

Law Firm Number

HANNA BROPHY OAKLAND

Law Firm Name

— UAN always required here

PO BOX 12488

Address/PO Box (Please leave blank spaces between numbers, names or words)

OAKLAND

City

CA

State

94604

Zip Code

**Insurance Carrier Information (if known and if applicable - include even if carrier is adjusted by claims administrator)**

ZENITH INSURANCE COMPANY



## S Signature

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- Proper format:

S FIRSTNAME LASTNAME

**S JOHN JONES**

- Do NOT use any slashes/dashes
- Do NOT forget to type the person's name





## S Signature – cont'd

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- Only to be used on e-forms – NEVER on an OCR form
- A representatives' office filing for the IW or lien claimant, only **your** S signature goes on the e-form
- Must use on the e-form
- May use on:
  - Proof of Service
  - 10770.5 Verification
  - 10770.6 Verification
- Do not use on e-form settlement documents





# Wet Signature

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- This is an actual signature on a document
- You CANNOT use a GIF, JPEG, digital signature or a signature stamp – it MUST be an actual signature
- Examples of where a “wet” signature is required:
  - Petitions, Objections
  - Signed OCR Settlement Documents that you scan and attach
  - Documents requiring IW or employer signature



# Signatures: Two Versions

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- Version I: Forms that require only one signature:
- Prepare the e-Form — attach the following to the e-Form:
  - Document(s) per filing package requirements
  - Proof of Service – be sure to use proof of service document title – ADJ – LEGAL DOCS – PROOF OF SERVICE

• **DON'T FORGET THE S SIGNATURE**  
**ON THE FORM**

in the format: S JOHN JONES



## **E-forms - S signature only**

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- **Application for Adjudication of Claim**
- **Answer to Application for Adjudication of Claim**
- **Declaration of Readiness to Proceed**
- **Declaration of Readiness to Proceed - Expedited**
- **EDD Golden Rod – 2581**
- **Notice and Request for Allowance of Lien**
- **Petition to Terminate Liability for TD**
- **Request for Reimbursement of Accommodation Expense**
- **Request for Dispute Resolution before the AD**
- **Request for Dispute Resolution**
- **Request for Summary Rating – QME RU-101**
- **Request for Reconsideration of Summary Rating by AD**
- **Request for Summary Rating Determination - PTP**



## Signatures: Two Versions – cont'd

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- Version II: Forms requiring two or more signatures:
- Prepare the e-form — attach the following to the e-form
  - Signed version of OCR form
  - Any additional attachments that are necessary
  - Proof of Service
- What about forms requiring only one signature, but not your signature?
  - Use Version II
  - Example: Employee's disability questionnaire or Notice of Offer of Regular Work, which require the injured worker's or employer's signature



## **E-forms – 2 or more signatures**

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- **Application for Subsequent Injuries Fund Benefits**
- **Compromise and Release**
- **Compromise and Release Dependency Claim**
- **Stipulation with Award (Death)**
- **Stipulations with Request for Award**
- **Third Party Compromise and Release**
- **Notice of Offer of Modified or Alternative Work**
- **Voucher (IW only)**
- **Notice of Offer of Regular Work (employer/IW only)**
- **Employee's Permanent Disability Questionnaire (IW only)**
- **Application for Discretionary Payments from the UEBTF (IW only)**



## **e-forms with No signature Line**

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- **Request for Consultative Rating**
- **General Public Request for Information**
- **Unstructured e-Form**

Division of Workers' Compensation



# Search for your case

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## Search for your case

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- There are two methods to find your case
  - By EAMS Case Number
  - By Person Search



Internet Explorer browser window showing the login page for the Electronic Adjudication Management System (EAMS).

Address bar: <https://eams.dwc.ca.gov/eams/login.jsp>

Navigation bar: File Edit View Favorites Tools Help

Search bar: Google

MSN.com logo

Login page

Home RSS Print Page Tools



Fields marked with an asterisk (\*) are required.  
Enter your username and password to log in.

Username:

Password:

Login



[This site requires JRE 1.6.0 or higher](#)

This site best viewed with Microsoft Internet Explorer 6.0+



[Help](#) | [Contact Us](#) | [Site Map](#) | [Disclaimer](#) | [Accessibility](#)

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# External Home Page

External User Search for Information - Windows Internet Explorer

https://eamstsap1:9110/Curam/en\_US/DWCExternalUser\_searchInformationPage.do

File Edit View Favorites Tools Help

Links Employer Search DIR DWC EAMS claims administrator and representatives' offices Case Search

Login page DIR DWC EAMS claims administra... DIR DWC EAMS representatives' ... External User Search for ...

Home | Inbox | My Calendar | My Cases | Search | Log Out

Convdr5: Build Number 0530

**EAMS** Electronic Adjudication Management System

Skip to main content

**navigation**

- External User Search
- eForms

**recent items**

**External User Search for Information**

**Search Criteria**

Case Number:  Legacy Case Reference:

Date Of Injury:  Participant Type:

**Search Results**

Case Number	Injured Worker	Date Of Injury	Case Type	Date Opened	Status	Archived
-------------	----------------	----------------	-----------	-------------	--------	----------

Done Local intranet 100%

# Search by EAMS Case Number

External User Search for Information - Windows Internet Explorer

https://eams.dwc.ca.gov/external/en\_US/DWCExternalUser\_searchInformationPage.do

File Edit View Favorites Tools Help

★ Favorites 📁 Employer Search DIR DWC EAMS claims administr... 📁 Case Search 📁 Registration 📁 Get More Add-ons ▾

📁 Login page DIR DWC EAMS claims administra... DIR DWC EAMS representatives' ... External User Search for ... x

Home | Inbox | My Calendar | My Cases | Search | Log Out

EEAMS App 2: Build Number 0030

**EAMS** Electronic Adjudication Management System

Skip to main content

**navigation**

- External User Search
- eForms

**recent items**

**External User Search for Information**

**Search Criteria**

Case Number:  Legacy Case Reference:

Date Of Injury:  Participant Type:

**Search Results**

Case Number	Employed Worker	Date Of Injury	Case Status	Date Opened	Status	Archived
-------------	-----------------	----------------	-------------	-------------	--------	----------

Enter the EAMS ADJ Case Number

Then Click Search

Done Trusted sites 100%

# Search by EAMS Case Number – cont'd

External User Search for Information (messages present) - Windows Internet Explorer

https://eams.dwc.ca.gov/external/en\_US/DWCExternalUser\_searchInformationAction.do#error-messages

File Edit View Favorites Tools Help

☆ Favorites ☆ Employer Search DIR DWC EAMS claims administr... Case Search Registration Get More Add-ons

Login page DIR DWC EAMS claims administra... DIR DWC EAMS representatives' ... External User Search for ...

**navigation**

- External User Search
- eForms

**recent items**

**External User Search for Information**

✖ No case could be found which matched the search criteria.

**Search Criteria**

Case Number: ADJ1234567 Legacy Case Reference:

Date of Injury: Participant Type: Person

Search Reset

**Search Results (Number of Items: 0)**

Case Number	Injured Worker	Date Of Injury	Case Type	Date Opened	Status	Archived
-------------	----------------	----------------	-----------	-------------	--------	----------

If you are not a case participant, you will get this message

Done Trusted sites 100%

# Search by EAMS Case Number – cont'd

External User Search for Information - Windows Internet Explorer

https://eams.dwc.ca.gov/external/en\_US/DWCExternalUser\_searchInformationAction.do

File Edit View Favorites Tools Help

★ Favorites 📁 Employer Search DIR DWC EAMS claims administr... 📁 Case Search 📁 Registration 📁 Get More Add-ons ▾

📁 Login page DIR DWC EAMS claims administra... DIR DWC EAMS representatives' ... External User Search for ... x

Home | Inbox | My Calendar | My Cases | Search | Log Out

EEAMS App 2: Build Number 0030

**EAMS** Electronic Adjudication Management System Skip to main content

**navigation**

- External User Search
- eForms

**recent items**

**External User Search for Information**

If you are a case participant, you will receive these search results.

**Search Criteria**

Case Number:  Legacy Case Reference:

Date Of Injury:  Participant Type:

**Search Results (Number of Items: 1)**

Case Number	Injured Worker	Date Of Injury	Case Type	Date Opened	Status	Archived
<a href="#">ADJ7423481</a>	<a href="#">DOLORES ESTRADA</a>		Product Delivery	9/1/2010	Active	Active - Not archived

Click on the ADJ Case Number to see case information

See Reference Guide for steps to take If this field says "Archived"

Trusted sites 100%



# ADJ Home Page

Adjudication Product Delivery Home: ADJ4428318 - Windows Internet Explorer

https://eams.dwc.ca.gov/eams/en\_US/DWCADJProductDelivery\_homePage.do?caseID=8756636&\_\_o3rpu=IC\_homePage.do%3FcaseID%3D8756635

File Edit View Favorites Tools Help

Links Employer Search DIR DWC EAMS claims administrator and representatives' offices Case Search

DIR DWC EAMS claims administra... DIR DWC EAMS representatives' ... Adjudication Product Deli... x

Home | Inbox | My Calendar | My Cases | Search | Log Out

EAMS App 2: Build Number 0026

**EAMS** Electronic Adjudication Management System Skip to main content

**navigation**

- Home
- Hearing Case
- Communications
- Events
- Financials
- Liens
- Notes
- Orders
- Penalties
- PD/TD/Other Benefits
- Part of Body
- Related Cases
- Status History
- Tasks
- User Roles
- External User Request For Action

**recent items**

- INT4428318
- ADJ4428318
- INT1489381
- ADJ1489381
- APP2806916
- ADJ2806916
- INT4354068
- ADJ4354068
- APP5772579
- MYRA HIGUERA - 620141029

INT  ADJ

**Adjudication Product Delivery Home:**  [Edit](#)

**Manage**

[Restore to Inactive](#) [Add Applicant](#) [Transmit To Recon](#)

[Close Case](#) [Add Defendant](#) [Transmit to DO: Judge Action Required](#)

[Inactivate Case](#) [Reject DOR](#) [Transmit to DO: No Judge Action Required](#)

**Case Details**

Product Name:	ADJ - DWC District Office	Case Reference:	<input type="text"/>
Primary Client:	<input type="text"/>	Legacy Case ID:	<input type="text"/>
Start Date:	8/18/1992	Status:	Active
Priority:	Low	End Date:	
Owner:	<a href="#">Janet Coulter [Change]</a>	Occupation:	
Occupation Code:		Cause Of Injury:	
Lien:	Yes	Location:	AHM-ADJ <a href="#">[Change]</a>
Pro Per:	No	Related Cases:	No
Master Case:	No	Date Of Settlement:	

**Applicant and Defendant**

Applicant	Role	Action	Defendant	Role	Action
LOGOS LANGUAGE SANTA ANA	Other Employer	<a href="#">Delete</a>	UGA SERVICE CORP INS DIV	Legacy Insurance Company	<a href="#">Delete</a>
KLEMPNER & KLEMPNER	Lien Claimant	<a href="#">Delete</a>	KNOTT'S SCARY FARM	Employer	<a href="#">Delete</a>
LAURA SALAS INTERPRETING	Lien Claimant - Interpreter	<a href="#">Delete</a>	FERRELL WEBER ANAHEIM	Legacy Law Firm	<a href="#">Delete</a>
<input type="text"/>	Injured Worker	<a href="#">Delete</a>			
KAISER PERMANENTE, SO CAL DIV.	Lien Claimant - Medical Provider	<a href="#">Delete</a>			
TIMOTHY A. ROWE, HEARING REP.	Lien Claimant - Medical Provider	<a href="#">Delete</a>			
RONALD WINTERS	Legacy Law Firm	<a href="#">Delete</a>			
EDD SDI SAN BERNARDINO	Lien Claimant	<a href="#">Delete</a>			
QUESTION CORP	Lien Claimant - Medical	<a href="#">Delete</a>			



## Search by person

---

- There are three methods:
  - By Alternate ID – generally SSN
  - By Name alone – best if by name and DOB
  - By EAMS Reference Number (ERN)

# Search by person

External User Search for Information - Windows Internet Explorer

https://eams.dwc.ca.gov/external/en\_US/DWCExternalUser\_searchInformationPage.do

File Edit View Favorites Tools Help

★ Favorites 📁 Employer Search DIR DWC EAMS claims administr... 📁 Case Search 📁 Registration 📁 Get More Add-ons ▾

📁 Login page DIR DWC EAMS claims administra... DIR DWC EAMS representatives' ... External User Search for ... x

Home | Inbox | My Calendar | My Cases | Search | Log Out

EEAMS App 2: Build Number 0030

**EAMS** Electronic Adjudication Management System

Skip to main content

**navigation**

- External User Search
- eForms

**recent items**

**External User Search for Information**

**Search Criteria**

Case Number:  Legacy Case Reference:

Date Of Injury:  Participant Type:

**Search Results**

Case Number	Injured Worker	Date Of Injury	Case Type	Date Opened	Status	Archived
-------------	----------------	----------------	-----------	-------------	--------	----------

Click on the Magnifying Glass

Trusted sites 100%



# Search by person – by Alternate ID (SSN)

https://eams.dwc.ca.gov/ - Person Search - Windows Internet Explorer

**Person Search**

**Search Criteria**

Reference Number:

Alternate ID Type:  ▼

Alternate ID:

Last Name:

First Name:

Date of Birth:

**Search Results**

Reference Number	First Name	Last Name	Action
------------------	------------	-----------	--------

Click drop down list arrow

# Search by person – by Alternate ID (SSN) – cont'd

https://eams.dwc.ca.gov/ - Person Search - Windows Internet Explorer

**Person Search**

**Search Criteria**

Reference Number:

Alternate ID Type:  Alternate ID:

Last Name:  First Name:

Date of Birth:

**Search Results**

Reference Number	Last Name	Action
Social Security Number		
State Bar Number		
Tax ID Number		
UEF/SIF Biller Number		

Then click on Social Security Number

# Search by person – by Alternate ID (SSN) – cont'd

https://eams.dwc.ca.gov/ - Person Search - Windows Internet Explorer

**Person Search**

**Search Criteria**

Reference Number:

Alternate ID Type:  Alternate ID:

Last Name:  First Name:

Date of Birth:

**Search Results**

Reference Number	First Name	Last Name	Action
------------------	------------	-----------	--------

Then click on Search

Enter the SSN

# Search by person – by Alternate ID (SSN) – cont'd

https://eams.dwc.ca.gov/ - Person Search - Windows Internet Explorer


**Person Search**

**Search Criteria**

Reference Number:

Alternate ID Type: Social Security Number  Alternate ID:

Last Name:  First Name:

Date of Birth:  

**Search Results (Number of Items: 1)**

Reference Number	First Name	Last Name	Action
2050409	DOLORES	ESTRADA	<a href="#">Select</a>

Then click on Select

# Search by person – by Alternate ID (SSN) – cont'd

External User Search for Information - Windows Internet Explorer

https://eams.dwc.ca.gov/external/en\_US/DWCExternalUser\_searchInformationPage.do

File Edit View Favorites Tools Help

★ Favorites ★ Employer Search DIR DWC EAMS claims administr... Case Search Registration Get More Add-ons

Adjudication Product Deliver... DIR DWC EAMS claims administra... DIR DWC EAMS representatives' ... External User Search for ...

Home | Inbox | My Calendar | My Cases | Search | Log Out

EEAMS App 2: Build Number 0030

**EAMS** Electronic Adjudication Management System Skip to main content

**navigation**

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- eForms

**recent items**

**External User Search for Information**

**Search Criteria**

Case Number:  Legacy Case Reference:

Date Of Injury:  Participant Type:  DOLORES ESTRADA

**Search Results**

Case Number	Injured Worker	Date Of Injury	Case Type	Date Opened	Status	Archived
-------------	----------------	----------------	-----------	-------------	--------	----------

Then click on Search

Trusted sites 100%

# Search by person – by Alternate ID (SSN) – cont'd

The screenshot shows a web browser window titled "External User Search for Information (messages present) - Windows Internet Explorer". The address bar displays the URL: [https://eams.dwc.ca.gov/external/en\\_US/DWCEXternalUser\\_searchInformationAction.do#error-messages](https://eams.dwc.ca.gov/external/en_US/DWCEXternalUser_searchInformationAction.do#error-messages). The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The Favorites bar shows links for "Employer Search", "DIR DWC EAMS claims administr...", "Case Search", "Registration", and "Get More Add-ons". The toolbar includes a "Login page" button and several icons for navigation and utility. The main content area is titled "External User Search for Information" and displays a message: "No case could be found which matched the search criteria." Below this message is a "Search Criteria" section with input fields for "Case Number" (containing "ADJ1234567"), "Legacy Case Reference", "Date of Injury", and "Participant Type" (set to "Person"). There are "Search" and "Reset" buttons. Below the search criteria is a "Search Results (Number of Items:)" section with a table header: "Case Number", "Injured Worker", "Date Of Injury", "Case Type", "Date Opened", "Status", and "Archived". A yellow callout box with a green border points to the error message, containing the text: "If you are not a case participant, you will get this message". The browser's status bar at the bottom shows "Done", "Trusted sites", and a zoom level of "100%".

External User Search for Information (messages present) - Windows Internet Explorer

https://eams.dwc.ca.gov/external/en\_US/DWCEXternalUser\_searchInformationAction.do#error-messages

File Edit View Favorites Tools Help

☆ Favorites ☆ Employer Search DIR DWC EAMS claims administr... Case Search Registration Get More Add-ons

Login page DIR DWC EAMS claims administr... DIR DWC EAMS representatives' ... External User Search for ...

navigation

- External User Search
- eForms

recent items

External User Search for Information

✖ No case could be found which matched the search criteria.

Search Criteria

Case Number: ADJ1234567 Legacy Case Reference:

Date of Injury: Participant Type: Person

Search Reset

Search Results (Number of Items:)

Case Number	Injured Worker	Date Of Injury	Case Type	Date Opened	Status	Archived
-------------	----------------	----------------	-----------	-------------	--------	----------

If you are not a case participant, you will get this message

Done Trusted sites 100%

# Search by person – by Alternate ID (SSN) – cont'd

External User Search for Information - Windows Internet Explorer

https://eams.dwc.ca.gov/external/en\_US/DWCExternalUser\_searchInformationAction.do

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📄 Login page | DIR DWC EAMS claims administra... | DIR DWC EAMS representatives' ... | External User Search for ... x

Home | Inbox | My Calendar | My Cases | Search | Log Out

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**EAMS** Electronic Adjudication Management System Skip to main content

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**External User Search for Information**

If you are a case participant, you will receive these search results.

**Search Criteria**

Case Number:  Legacy Case Reference:

Date Of Injury:  Participant Type:

**Search Results (Number of Items: 1)**

Case Number	Injured Worker	Date Of Injury	Case Type	Date Opened	Status	Archived
<a href="#">ADJ7423481</a>	<a href="#">DOLORES ESTRADA</a>		Product Delivery	9/1/2010	Active	Active - Not archived

Click on the ADJ Case Number to see case information

See Reference Guide for steps to take If this field says "Archived"

Trusted sites 100%

# ADJ Home Page

Adjudication Product Delivery Home: ADJ4428318 - Windows Internet Explorer

https://eams.dwc.ca.gov/eams/en\_US/DWCADJProductDelivery\_homePage.do?caseID=8756636&\_\_o3rpu=IC\_homePage.do%3FcaseID%3D8756635

File Edit View Favorites Tools Help

Links Employer Search DIR DWC EAMS claims administrator and representatives' offices Case Search

DIR DWC EAMS claims administra... DIR DWC EAMS representatives' ... Adjudication Product Deli... x

Home | Inbox | My Calendar | My Cases | Search | Log Out

EAMS App 2: Build Number 0026

**EAMS** Electronic Adjudication Management System Skip to main content

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- Orders
- Penalties
- PD/TD/Other Benefits
- Part of Body
- Related Cases
- Status History
- Tasks
- User Roles
- External User Request For Action

**recent items**

- INT4428318
- ADJ4428318
- INT1489381
- ADJ1489381
- APP2806916
- ADJ2806916
- INT4354068
- ADJ4354068
- APP5772579
- MYRA HIGUERA - 620141029

INT  ADJ

**Adjudication Product Delivery Home:**  [Edit](#)

**Manage**

[Restore to Inactive](#) [Add Applicant](#) [Transmit To Recon](#)

[Close Case](#) [Add Defendant](#) [Transmit to DO: Judge Action Required](#)

[Inactivate Case](#) [Reject DOR](#) [Transmit to DO: No Judge Action Required](#)

**Case Details**

Product Name:	ADJ - DWC District Office	Case Reference:	<input type="text"/>
Primary Client:	<input type="text"/>	Legacy Case ID:	<input type="text"/>
Start Date:	8/18/1992	Status:	Active
Priority:	Low	End Date:	
Owner:	<a href="#">Janet Coulter [Change]</a>	Occupation:	
Occupation Code:		Cause Of Injury:	
Lien:	Yes	Location:	AHM-ADJ <a href="#">[Change]</a>
Pro Per:	No	Related Cases:	No
Master Case:	No	Date Of Settlement:	

**Applicant and Defendant**

Applicant	Role	Action	Defendant	Role	Action
LOGOS LANGUAGE SANTA ANA	Other Employer	<a href="#">Delete</a>	UGA SERVICE CORP INS DIV	Legacy Insurance Company	<a href="#">Delete</a>
KLEMPNER & KLEMPNER	Lien Claimant	<a href="#">Delete</a>	KNOTT'S SCARY FARM	Employer	<a href="#">Delete</a>
LAURA SALAS INTERPRETING	Lien Claimant - Interpreter	<a href="#">Delete</a>	FERRELL WEBER ANAHEIM	Legacy Law Firm	<a href="#">Delete</a>
<input type="text"/>	Injured Worker	<a href="#">Delete</a>			
KAISER PERMANENTE, SO CAL DIV.	Lien Claimant - Medical Provider	<a href="#">Delete</a>			
TIMOTHY A. ROWE, HEARING REP.	Lien Claimant - Medical Provider	<a href="#">Delete</a>			
RONALD WINTERS	Legacy Law Firm	<a href="#">Delete</a>			
EDD SDI SAN BERNARDINO	Lien Claimant	<a href="#">Delete</a>			
QUESTION CORP	Lien Claimant - Medical	<a href="#">Delete</a>			



# Search by person

External User Search for Information - Windows Internet Explorer

https://eams.dwc.ca.gov/external/en\_US/DWCExternalUser\_searchInformationPage.do

File Edit View Favorites Tools Help

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📁 Login page DIR DWC EAMS claims administra... DIR DWC EAMS representatives' ... External User Search for ... x

Home | Inbox | My Calendar | My Cases | Search | Log Out

EEAMS App 2: Build Number 0030

**EAMS** Electronic Adjudication Management System

Skip to main content

**navigation**

- External User Search
- eForms

**recent items**

**External User Search for Information**

**Search Criteria**

Case Number:  Legacy Case Reference:

Date Of Injury:  Participant Type:

**Search Results**

Case Number	Injured Worker	Date Of Injury	Case Type	Date Opened	Status	Archived
-------------	----------------	----------------	-----------	-------------	--------	----------

Click on the Magnifying Glass

Trusted sites 100%

# Search by person – by Name

https://eams.dwc.ca.gov/ - Person Search - Windows Internet Explorer

**Person Search**

**Search Criteria**

Reference Number:

Alternate ID Type:

Alternate ID:

Last Name:

First Name:

Date of Birth:

**Search Results**

Reference Number	First Name	Last Name	Action
------------------	------------	-----------	--------

Enter the person's last name and first name

Then click on Search

# Search by person – by Name – cont'd

https://eams.dwc.ca.gov/ - Person Search - Windows Internet Explorer

**Person Search**

**Search Criteria**

Reference Number:

Alternate ID Type:

Alternate ID:

Last Name:  First Name:

Date of Birth:

**Search Results (Number of Items: 12)**

Reference Number	First Name	Last Name	Action
993049	DOLORES	ESTRADA	<a href="#">Select</a>
1118953	DOLORES	ESTRADA	<a href="#">Select</a>
1302711	DOLORES	ESTRADA	<a href="#">Select</a>
1435935	DOLORES	ESTRADA	<a href="#">Select</a>
1528890	DOLORES	ESTRADA	<a href="#">Select</a>
1703039	DOLORES	ESTRADA	<a href="#">Select</a>
1789050	DOLORES	ESTRADA	<a href="#">Select</a>
2050409	DOLORES	ESTRADA	<a href="#">Select</a>
2380088	DOLORES	ESTRADA	<a href="#">Select</a>
2685786	DOLORES	ESTRADA	<a href="#">Select</a>
3175607	DOLORES	ESTRADA	<a href="#">Select</a>
2685786	DOLORES LOLA	ESTRADA MORENO	<a href="#">Select</a>

# Search by person – by Name – cont'd

https://eams.dwc.ca.gov/ - Person Search - Windows Internet Explorer


**Person Search**

**Search Criteria**

Reference Number:

Alternate ID Type:  Alternate ID:

Last Name:  First Name:

Date of Birth:  

**Search Results (Number of Items: 1)**

Reference Number	First Name	Last Name	Action
2050409	DOLORES	ESTRADA	<a href="#">Select</a>

Here, we entered the DOB with her last and first name to better refine our search

Then click on Select

# Search by person – by Name – cont'd

External User Search for Information - Windows Internet Explorer

https://eams.dwc.ca.gov/external/en\_US/DWCExternalUser\_searchInformationPage.do

File Edit View Favorites Tools Help

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Adjudication Product Deliver... DIR DWC EAMS claims administra... DIR DWC EAMS representatives' ... External User Search for ...

Home | Inbox | My Calendar | My Cases | Search | Log Out

EEAMS App 2: Build Number 0030

**EAMS** Electronic Adjudication Management System Skip to main content

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**recent items**

**External User Search for Information**

**Search Criteria**

Case Number:  Legacy Case Reference:

Date Of Injury:  Participant Type:  DOLORES ESTRADA

**Search Results**

Case Number	Injured Worker	Date Of Injury	Case Type	Date Opened	Status	Archived
-------------	----------------	----------------	-----------	-------------	--------	----------

Then click on Search

Trusted sites 100%

# Search by person – by Name – cont'd

The screenshot shows a web browser window titled "External User Search for Information (messages present) - Windows Internet Explorer". The address bar displays the URL: [https://eams.dwc.ca.gov/external/en\\_US/DWCEXternalUser\\_searchInformationAction.do#error-messages](https://eams.dwc.ca.gov/external/en_US/DWCEXternalUser_searchInformationAction.do#error-messages). The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The Favorites bar shows links for "Employer Search", "DIR DWC EAMS claims administr...", "Case Search", "Registration", and "Get More Add-ons". The toolbar includes a "Login page" button and several tabs, including "DIR DWC EAMS claims administr...", "DIR DWC EAMS representatives' ...", and "External User Search for ...".

On the left side, there is a navigation pane with a "navigation" section containing "External User Search" (selected) and "eForms", and a "recent items" section. The main content area is titled "External User Search for Information" and displays a message: "No case could be found which matched the search criteria." Below this message is a "Search Criteria" section with the following fields:

- Case Number:
- Legacy Case Reference:
- Date of Injury:
- Participant Type:

There are "Search" and "Reset" buttons below the search criteria fields. Below the search criteria is a "Search Results (Number of Items:)" section with a table header:

Case Number	Injured Worker	Date Of Injury	Case Type	Date Opened	Status	Archived
-------------	----------------	----------------	-----------	-------------	--------	----------

A yellow callout box with a green border and a green arrow pointing to the error message contains the text: "If you are not a case participant, you will get this message". The browser's status bar at the bottom shows "Done", "Trusted sites", and a zoom level of "100%".

# Search by person – by Name – cont'd

External User Search for Information - Windows Internet Explorer

https://eams.dwc.ca.gov/external/en\_US/DWCExternalUser\_searchInformationAction.do

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📄 Login page | DIR DWC EAMS claims administra... | DIR DWC EAMS representatives' ... | External User Search for ... x

Home | Inbox | My Calendar | My Cases | Search | Log Out

EEAMS App 2: Build Number 0030

**EAMS** Electronic Adjudication Management System Skip to main content

**navigation**

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**recent items**

**External User Search for Information**

If you are a case participant, you will receive these search results.

**Search Criteria**

Case Number:  Legacy Case Reference:

Date Of Injury:  Participant Type:

**Search Results (Number of Items: 1)**

Case Number	Injured Worker	Date Of Injury	Case Type	Date Opened	Status	Archived
<a href="#">ADJ7423481</a>	<a href="#">DOLORES ESTRADA</a>		Product Delivery	9/1/2010	Active	Active - Not archived

Click on the ADJ Case Number to see case information

See Reference Guide for steps to take If this field says "Archived"

Trusted sites 100%



# ADJ Home Page

Adjudication Product Delivery Home: ADJ4428318 - Windows Internet Explorer

https://eams.dwc.ca.gov/eams/en\_US/DWCADJProductDelivery\_homePage.do?caseID=8756636&\_\_o3rpu=IC\_homePage.do%3FcaseID%3D8756635

File Edit View Favorites Tools Help

Links Employer Search DIR DWC EAMS claims administrator and representatives' offices Case Search

DIR DWC EAMS claims administra... DIR DWC EAMS representatives' ... Adjudication Product Deli...

Home | Inbox | My Calendar | My Cases | Search | Log Out

EAMS App 2: Build Number 0026

**EAMS** Electronic Adjudication Management System Skip to main content

**navigation**

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- Liens
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- Penalties
- PD/TD/Other Benefits
- Part of Body
- Related Cases
- Status History
- Tasks
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- External User Request For Action

**recent items**

- INT4428318
- ADJ4428318
- INT1489381
- ADJ1489381
- APP2806916
- ADJ2806916
- INT4354068
- ADJ4354068
- APP5772579
- MYRA HIGUERA - 620141029

INT  ADJ

**Adjudication Product Delivery Home:**  [Edit](#)

**Manage**

[Restore to Inactive](#) [Add Applicant](#) [Transmit To Recon](#)

[Close Case](#) [Add Defendant](#) [Transmit to DO: Judge Action Required](#)

[Inactivate Case](#) [Reject DOR](#) [Transmit to DO: No Judge Action Required](#)

**Case Details**

Product Name:	ADJ - DWC District Office	Case Reference:	<input type="text"/>
Primary Client:	<input type="text"/>	Legacy Case ID:	<input type="text"/>
Start Date:	8/18/1992	Status:	Active
Priority:	Low	End Date:	
Owner:	<a href="#">Janet Coulter [Change]</a>	Occupation:	
Occupation Code:		Cause Of Injury:	
Lien:	Yes	Location:	AHM-ADJ <a href="#">[Change]</a>
Pro Per:	No	Related Cases:	No
Master Case:	No	Date Of Settlement:	

**Applicant and Defendant**

Applicant	Role	Action	Defendant	Role	Action
LOGOS LANGUAGE SANTA ANA	Other Employer	<a href="#">Delete</a>	UGA SERVICE CORP INS DIV	Legacy Insurance Company	<a href="#">Delete</a>
KLEMPNER & KLEMPNER	Lien Claimant	<a href="#">Delete</a>	KNOTT'S SCARY FARM	Employer	<a href="#">Delete</a>
LAURA SALAS INTERPRETING	Lien Claimant - Interpreter	<a href="#">Delete</a>	FERRELL WEBER ANAHEIM	Legacy Law Firm	<a href="#">Delete</a>
<input type="text"/>	Injured Worker	<a href="#">Delete</a>			
KAISER PERMANENTE, SO CAL DIV.	Lien Claimant - Medical Provider	<a href="#">Delete</a>			
TIMOTHY A. ROWE, HEARING REP.	Lien Claimant - Medical Provider	<a href="#">Delete</a>			
RONALD WINTERS	Legacy Law Firm	<a href="#">Delete</a>			
EDD SDI SAN BERNARDINO	Lien Claimant	<a href="#">Delete</a>			
QUESTION CORP	Lien Claimant - Medical	<a href="#">Delete</a>			



# Search by person

External User Search for Information - Windows Internet Explorer

https://eams.dwc.ca.gov/external/en\_US/DWCExternalUser\_searchInformationPage.do

File Edit View Favorites Tools Help

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📁 Login page DIR DWC EAMS claims administra... DIR DWC EAMS representatives' ... External User Search for ... x

Home | Inbox | My Calendar | My Cases | Search | Log Out

EEAMS App 2: Build Number 0030

**EAMS** Electronic Adjudication Management System

Skip to main content

**navigation**

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**recent items**

**External User Search for Information**

**Search Criteria**

Case Number:  Legacy Case Reference:

Date Of Injury:  Participant Type:

**Search Results**

Case Number	Injured Worker	Date Of Injury	Case Type	Date Opened	Status	Archived
-------------	----------------	----------------	-----------	-------------	--------	----------

Click on the Magnifying Glass

Trusted sites 100%

# Search by person – by ERN

https://eams.dwc.ca.gov/ - Person Search - Windows Internet Explorer


**Person Search**

**Search Criteria**

Reference Number:

Alternate ID Type:   
Alternate ID:

Last Name:   
First Name:

Date of Birth:  

**Search Results**

Reference Number	First Name	Last Name	Action
------------------	------------	-----------	--------

If you have the Person EAMS Reference Number (ERN) for the IW, enter it here

Then click on Search

# Search by person – by ERN – cont'd

https://eams.dwc.ca.gov/ - Person Search - Windows Internet Explorer

**Person Search**

**Search Criteria**

Reference Number:

Alternate ID Type:   
Alternate ID:

Last Name:   
First Name:

Date of Birth:

**Search Results (Number of Items: 1)**

Reference Number	First Name	Last Name	Action
2050409	DOLORES	ESTRADA	<a href="#">Select</a>

Then click on Select

# Search by person – by ERN – cont'd

External User Search for Information - Windows Internet Explorer

https://eams.dwc.ca.gov/external/en\_US/DWCExternalUser\_searchInformationPage.do

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Adjudication Product Deliver... DIR DWC EAMS claims administra... DIR DWC EAMS representatives' ... External User Search for ...

Home | Inbox | My Calendar | My Cases | Search | Log Out

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**EAMS** Electronic Adjudication Management System Skip to main content

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- eForms

**recent items**

**External User Search for Information**

**Search Criteria**

Case Number:  Legacy Case Reference:

Date Of Injury:  Participant Type:  DOLORES ESTRADA

**Search Results**

Case Number	Injured Worker	Date Of Injury	Case Type	Date Opened	Status	Archived
-------------	----------------	----------------	-----------	-------------	--------	----------

Then click on Search

Trusted sites 100%

# Search by person – by ERN – cont'd

The screenshot shows a web browser window titled "External User Search for Information (messages present) - Windows Internet Explorer". The address bar displays the URL: [https://eams.dwc.ca.gov/external/en\\_US/DWCEXternalUser\\_searchInformationAction.do#error-messages](https://eams.dwc.ca.gov/external/en_US/DWCEXternalUser_searchInformationAction.do#error-messages). The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The Favorites bar shows links for "Employer Search", "DIR DWC EAMS claims administr...", "Case Search", "Registration", and "Get More Add-ons". The toolbar includes icons for home, back, forward, stop, and search, along with a "Google" search button. The page content is titled "External User Search for Information". A red error message with a cross icon states: "No case could be found which matched the search criteria." Below this message is a "Search Criteria" section with input fields for "Case Number" (containing "ADJ1234567"), "Legacy Case Reference", "Date of Injury", and "Participant Type" (set to "Person"). There are "Search" and "Reset" buttons. Below the search criteria is a "Search Results (Number of Items:)" section with a table header: "Case Number", "Injured Worker", "Date Of Injury", "Case Type", "Date Opened", "Status", and "Archived". A yellow callout box with a green border and a green arrow pointing to the error message contains the text: "If you are not a case participant, you will get this message". The browser's status bar at the bottom shows "Done", "Trusted sites", and a zoom level of "100%".

External User Search for Information (messages present) - Windows Internet Explorer

https://eams.dwc.ca.gov/external/en\_US/DWCEXternalUser\_searchInformationAction.do#error-messages

File Edit View Favorites Tools Help

☆ Favorites ☆ Employer Search DIR DWC EAMS claims administr... Case Search Registration Get More Add-ons

Login page DIR DWC EAMS claims administr... DIR DWC EAMS representatives' ... External User Search for ...

navigation

- External User Search
- eForms

recent items

External User Search for Information

✖ No case could be found which matched the search criteria.

Search Criteria

Case Number: ADJ1234567 Legacy Case Reference:

Date of Injury: Participant Type: Person

Search Reset

Search Results (Number of Items:)

Case Number	Injured Worker	Date Of Injury	Case Type	Date Opened	Status	Archived
-------------	----------------	----------------	-----------	-------------	--------	----------

If you are not a case participant, you will get this message

Done Trusted sites 100%

# Search by person – by ERN – cont'd

External User Search for Information - Windows Internet Explorer

https://eams.dwc.ca.gov/external/en\_US/DWCExternalUser\_searchInformationAction.do

File Edit View Favorites Tools Help

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📁 Login page DIR DWC EAMS claims administra... DIR DWC EAMS representatives' ... External User Search for ... x

Home | Inbox | My Calendar | My Cases | Search | Log Out

EEAMS App 2: Build Number 0030

**EAMS** Electronic Adjudication Management System Skip to main content

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**recent items**

**External User Search for Information**

If you are a case participant, you will receive these search results.

**Search Criteria**

Case Number:  Legacy Case Reference:

Date Of Injury:  Participant Type:

**Search Results (Number of Items: 1)**

Case Number	Injured Worker	Date Of Injury	Case Type	Date Opened	Status	Archived
<a href="#">ADJ7423481</a>	<a href="#">DOLORES ESTRADA</a>		Product Delivery	9/1/2010	Active	Active - Not archived

Click on the ADJ Case Number to see case information

See Reference Guide for steps to take If this field says "Archived"

Trusted sites 100%

# ADJ Home Page

Adjudication Product Delivery Home: ADJ4428318 - Windows Internet Explorer

https://eams.dwc.ca.gov/eams/en\_US/DWCADJProductDelivery\_homePage.do?caseID=8756636&\_\_o3rpu=IC\_homePage.do%3FcaseID%3D8756635

File Edit View Favorites Tools Help

Links Employer Search DIR DWC EAMS claims administrator and representatives' offices Case Search

DIR DWC EAMS claims administra... DIR DWC EAMS representatives' ... Adjudication Product Deli... x

Home | Inbox | My Calendar | My Cases | Search | Log Out

EAMS App 2: Build Number 0026

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- Financials
- Liens
- Notes
- Orders
- Penalties
- PD/TD/Other Benefits
- Part of Body
- Related Cases
- Status History
- Tasks
- User Roles
- External User Request For Action

**recent items**

- INT4428318
- ADJ4428318
- INT1489381
- ADJ1489381
- APP2806916
- ADJ2806916
- INT4354068
- ADJ4354068
- APP5772579
- MYRA HIGUERA - 620141029

INT  ADJ

**Adjudication Product Delivery Home:**  [Edit](#)

**Manage**

[Restore to Inactive](#) [Add Applicant](#) [Transmit To Recon](#)

[Close Case](#) [Add Defendant](#) [Transmit to DO: Judge Action Required](#)

[Inactivate Case](#) [Reject DOR](#) [Transmit to DO: No Judge Action Required](#)

**Case Details**

Product Name:	ADJ - DWC District Office	Case Reference:	<input type="text"/>
Primary Client:	<input type="text"/>	Legacy Case ID:	<input type="text"/>
Start Date:	8/18/1992	Status:	Active
Priority:	Low	End Date:	
Owner:	<a href="#">Janet Coulter [Change]</a>	Occupation:	
Occupation Code:		Cause Of Injury:	
Lien:	Yes	Location:	AHM-ADJ <a href="#">[Change]</a>
Pro Per:	No	Related Cases:	No
Master Case:	No	Date Of Settlement:	

**Applicant and Defendant**

Applicant	Role	Action	Defendant	Role	Action
LOGOS LANGUAGE SANTA ANA	Other Employer	<a href="#">Delete</a>	UGA SERVICE CORP INS DIV	Legacy Insurance Company	<a href="#">Delete</a>
KLEMPNER & KLEMPNER	Lien Claimant	<a href="#">Delete</a>	KNOTT'S SCARY FARM	Employer	<a href="#">Delete</a>
LAURA SALAS INTERPRETING	Lien Claimant - Interpreter	<a href="#">Delete</a>	FERRELL WEBER ANAHEIM	Legacy Law Firm	<a href="#">Delete</a>
<input type="text"/>	Injured Worker	<a href="#">Delete</a>			
KAISER PERMANENTE, SO CAL DIV.	Lien Claimant - Medical Provider	<a href="#">Delete</a>			
TIMOTHY A. ROWE, HEARING REP.	Lien Claimant - Medical Provider	<a href="#">Delete</a>			
RONALD WINTERS	Legacy Law Firm	<a href="#">Delete</a>			
EDD SDI SAN BERNARDINO	Lien Claimant	<a href="#">Delete</a>			
QUESTION CORP	Lien Claimant - Medical	<a href="#">Delete</a>			



Division of Workers' Compensation



## Filing e-forms

---





Internet Explorer browser window showing the login page for the Electronic Adjudication Management System (EAMS).

Address bar: <https://eams.dwc.ca.gov/eams/login.jsp>

Navigation bar: File Edit View Favorites Tools Help

Search bar: Google

MSN.com logo

Login page

Home RSS Print Page Tools



Fields marked with an asterisk (\*) are required.  
Enter your username and password to log in.

Username:

Password:

Login



[This site requires JRE 1.6.0 or higher](#)

This site best viewed with Microsoft Internet Explorer 6.0+



[Help](#) | [Contact Us](#) | [Site Map](#) | [Disclaimer](#) | [Accessibility](#)

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# External Home Page

The screenshot shows a web browser window titled "External User Search for Information - Windows Internet Explorer". The address bar displays the URL: [https://eamstsap1:9110/Curam/en\\_US/DWCExternalUser\\_searchInformationPage.do](https://eamstsap1:9110/Curam/en_US/DWCExternalUser_searchInformationPage.do). The browser shows a "Certificate Error" warning. The page content includes a navigation menu on the left with "External User Search" and "eForms" (highlighted with a red circle and a yellow callout box). The main content area has a "Search Criteria" section with input fields for "Case Number", "Date Of Injury", "Legacy Case Reference", and "Participant Type" (set to "Person"). Below the search criteria are "Search" and "Reset" buttons. A "Search Results" table is visible with columns: "Case Number", "Injured Worker", "Date Of Injury", "Case Type", "Date Opened", "Status", and "Archived". The status bar at the bottom indicates "Done" and "Local intranet".

**Navigation Menu:**

- External User Search
- eForms**

**Search Criteria:**

Case Number:	<input type="text"/>	Legacy Case Reference:	<input type="text"/>
Date Of Injury:	<input type="text"/>	Participant Type:	Person

**Search Results Table:**

Case Number	Injured Worker	Date Of Injury	Case Type	Date Opened	Status	Archived
-------------	----------------	----------------	-----------	-------------	--------	----------

**Callout:** Click on eForms

# e-form Page

**eForms: - Windows Internet Explorer**

Address bar: [https://eamtsap1:9110/Curam/en\\_US/DWC\\_EForms\\_ExtUserSearchNavLinkPage.do?\\_o3rpu=DWCExternalUser\\_searchInformationPage.do](https://eamtsap1:9110/Curam/en_US/DWC_EForms_ExtUserSearchNavLinkPage.do?_o3rpu=DWCExternalUser_searchInformationPage.do)

Links: [Employer Search](#) [DIR](#) [DWC EAMS claims administrator and representatives' offices](#) [Case Search](#)

Navigation: [Login page](#) [DIR](#) [DWC EAMS claims administra...](#) [DIR](#) [DWC EAMS representatives' ...](#) [eForms:](#)

Home | Inbox | My Calendar | My Cases | Search | Log Out

Convdr5: Build Number 0530

**EAMS** Electronic Adjudication Management System

Skip to main content

**eForms:**

**eForms**

Adjudication	Vocational Rehabilitation
<a href="#">APPLICATION FOR ADJUDICATION</a>	<a href="#">DWC-AD-10005 (RTW) REQUEST FOR REIMBURSEMENT OF ACCOMMODATION EXPENSE</a>
<a href="#">ANSWER TO APPLICATION FOR ADJUDICATION OF CLAIM</a>	<a href="#">DWC-AD-10133.53 (SJDB) NOTICE OF OFFER OF MODIFIED OR ALTERNATIVE WORK</a>
<a href="#">APPLICATION FOR SUBSEQUENT INJURIES FUND BENEFITS</a>	<a href="#">DWC-AD-10133.55 (SJDB) REQUEST FOR DISPUTE RESOLUTION BEFORE THE ADMINISTRATIVE DIRECTOR</a>
<a href="#">COMPROMISE RELEASE</a>	<a href="#">DWC-AD-10133.57 (SJDB) VOUCHER</a>
<a href="#">COMPROMISE RELEASE DEPENDENCY CLAIM</a>	<a href="#">NOTICE OF OFFER OF REGULAR WORK</a>
<a href="#">DECLARATION OF READINESS TO PROCEED</a>	<a href="#">NOTICE OF TERMINATION OF VOCATIONAL REHABILITATION</a>
<a href="#">DOR EXPEDITED TRIAL</a>	<a href="#">REQUEST FOR DISPUTE RESOLUTION</a>
<a href="#">GOLDEN ROD LIEN FORM (DE2581)</a>	<a href="#">SETTLEMENT OF PROSPECTIVE VOCATIONAL REHABILITATION SERVICES</a>
<a href="#">NOTICE AND REQUEST FOR ALLOWANCE OF LIEN</a>	<a href="#">VOCATIONAL REHABILITATION PLAN</a>
<a href="#">PETITION TO TERMINATE LIABILITY FOR TEMPORARY DISABILITY INDEMNITY</a>	
<a href="#">STIPULATION WITH AWARD(DEATH)</a>	
<a href="#">STIPULATIONS WITH REQUEST FOR AWARD</a>	
<a href="#">THIRD PARTY COMPROMISE AND RELEASE</a>	

Disability Evaluation Unit	Uninsured Employment Fund
<a href="#">EMPLOYEE'S PERMANENT DISABILITY QUESTIONNAIRE AND REQUEST FOR SUMMARY DETERMINATION - QME REPORT</a>	<a href="#">APPLICATION FOR DISCRETIONARY PAYMENTS FROM THE UEF</a>
<a href="#">REQUEST FOR CONSULTATIVE RATING</a>	
<a href="#">REQUEST FOR RECONSIDERATION OF SUMMARY RATING BY THE AD</a>	
<a href="#">REQUEST FOR SUMMARY RATING DETERMINATION - PRIMARY TREATING PHYSICIAN REPORT</a>	
<a href="#">REQUEST FOR SUMMARY RATING DETERMINATION - QME REPORT</a>	

**DWC Miscellaneous**

- [GENERAL PUBLIC REQUEST FOR INFORMATION](#)
- [UNSTRUCTURED EFORM](#)

Local intranet 100%

# e-form Layout

DECLARATION OF READINESS TO PROCEED - Windows Internet Explorer

https://ieamsdm.dwc.ca.gov/eamseforms/

File Edit View Favorites Tools Help

Links Employer Search [DIR](#) DWC EAMS claims administrator and representatives' offices Case Search

DECLARATION OF READINESS TO PROCEED

[Attachment](#) | [Submit](#) | [Help](#) | [Print PDF](#) | [Search](#) | [Search Next](#)

Coversheet -1 Coversheet- 2 Coversheet- 3 Coversheet- 4 Coversheet- 5 Form -1 Form -2 Form -3 Form -4

STATE OF CALIFORNIA  
DWC DISTRICT COURT  
E-COVER SHEET

REQUIRED FIELDS SHOWN BY \*\*\*



# e-forms: DEU 101 and DEU 100

DEU-101 (Request for Summary Rating Determination) and DEU-100 (Employee's Disability Questionnaire) are in "one" e-form

The screenshot displays the eForms system interface within a Windows Internet Explorer browser. The address bar shows the URL: [https://eamstap1:9110/Curam/en\\_US/DWC\\_EFormsPage.do?\\_\\_o3pu=Application\\_homePage.do](https://eamstap1:9110/Curam/en_US/DWC_EFormsPage.do?__o3pu=Application_homePage.do). The browser window has a title bar that reads "eForms: - Windows Internet Explorer". The interface includes a navigation pane on the left with a "recent items" section. The main content area displays a list of forms under the heading "Disability Evaluation Unit". A red oval highlights the form "EMPLOYEE'S PERMANENT DISABILITY QUESTIONNAIRE AND REQUEST FOR SUMMARY DETERMINATION - QME REPORT". A red arrow points from this oval to another red oval in the "recent items" section, which also highlights the same form. The list of forms includes:

- THIRD PARTY COMPROMISE AND RELEASE
- Disability Evaluation Unit
- EMPLOYEE'S PERMANENT DISABILITY QUESTIONNAIRE AND REQUEST FOR SUMMARY DETERMINATION - QME REPORT
- REQUEST FOR CONSULTATIVE RATING
- REQUEST FOR RECONSIDERATION OF SUMMARY RATING BY THE AD
- NOTICE AND REQUEST FOR ALLOWANCE OF LIEN
- PETITION TO TERMINATE LIABILITY FOR TEMPORARY DISABILITY INDEMNITY
- STIPULATION WITH AWARD(DEATH)
- STIPULATIONS WITH REQUEST FOR AWARD
- THIRD PARTY COMPROMISE AND RELEASE
- Disability Evaluation Unit
- EMPLOYEE'S PERMANENT DISABILITY QUESTIONNAIRE AND REQUEST FOR SUMMARY DETERMINATION - QME REPORT
- REQUEST FOR CONSULTATIVE RATING
- REQUEST FOR RECONSIDERATION OF SUMMARY RATING BY THE AD
- Vocational Rehabilitation
- DWC-AD-10005 (RTW) REQUEST FOR REIMBURSEMENT OF ACCOMMODATION EXPENSE
- DWC-AD-10133.53 (SJDB) NOTICE OF OFFER OF MODIFIED OR ALTERNATIVE WORK
- DWC-AD-10133.55 (SJDB) REQUEST FOR DISPUTE RESOLUTION BEFORE THE ADMINISTRATIVE DIRECTOR
- DWC-AD-10133.57 (SJDB) VOUCHER
- NOTICE OF OFFER OF REGULAR WORK
- NOTICE OF TERMINATION OF VOCATIONAL REHABILITATION
- REQUEST FOR DISPUTE RESOLUTION
- SETTLEMENT OF PROSPECTIVE VOCATIONAL REHABILITATION SERVICES
- VOCATIONAL REHABILITATION PLAN
- Uninsured Employment Fund
- APPLICATION FOR DISCRETIONARY PAYMENTS FROM THE UEF

The status bar at the bottom of the browser window shows "Local intranet" and "100%".

# e-forms: Social Security Number

SSN – NOT a required field – but use it on case opening documents if you have it. Do not enter the dashes, just numbers

**EAMS** Election's Adjudication Management System

Page 1 Page 2 Page 3 Page 4 Page 5 Page 6 Page 7 Page 8 Page 9 Page 10 Page 11 Page 12

**STATE OF CALIFORNIA  
DWG DISTRICT OFFICE  
E-COVER SHEET**

Is this a new Case? Yes ☐ No ☐

Companion Cases Exist ☐

More than 15 Companion Cases ☐

Date: (MM/DD/YYYY)

Case Number:  SSN(Numbers Only)\*

☐ Specific Injury  (START DATE: MM/DD/YYYY)\*  (END DATE: MM/DD/YYYY)

☐ Cumulative Injury (If Specific Injury, use the start date as the specific date of injury)

Body Part 1\* :  Body Part 2 :

Body Part 3 :  Body Part 4 :

Other Body Parts :

Please check unit to be filed on ( check only one box ) \*

☐ ADJ ☐ DEU ☐ SIF ☐ UEF ☐ VOC ☐ INT ☐ RSU

**Companion Cases**

Case 1:

☐ Specific Injury  (START DATE: MM/DD/YYYY)  (END DATE: MM/DD/YYYY)

☐ Cumulative Injury (If Specific Injury, use the start date as the specific date of injury)

Done

**SSN(Numbers Only)\***

(END DATE: MM/DD/YYYY)  
e as the specific date of injury)

Body Part 2:

# e-forms: Date Format

Dates MUST be in MM/DD/YYYY format – with leading “0” when a single digit month or day

**EAMS** Electronic Adjudication Management System

Page 1 Page 2 Page 3 Page 4 Page 5 Page 6 Page 7 Page 8 Page 9 Page 10 Page 11 Page 12

**STATE OF CALIFORNIA  
DWC DISTRICT OFFICE  
E-COVER SHEET**

Is this a new Case?\* Yes ☐ No ☐

Companion Cases Exist ☐

More than 15 Companion Cases ☐

Date: (MM/DD/YYYY)

Case Number:  SSN(Numbers Only)\*

☐ Specific Injury (START DATE: MM/DD/YYYY)\* (END DATE: MM/DD/YYYY)

☐ Cumulative Injury (If Specific Injury, use the start date as the specific date of injury)

Body Part 1\* :  Body Part 2 :

Body Part 3 :  Body Part 4 :

Other Body Parts :

Please check unit to be filed on ( check only one box )\*

☐ ADJ ☐ DEU ☐ SIF ☐ UEF ☐ VOC ☐ INT ☐ RSU

**Companion Cases**

Case 1:

☐ Specific Injury (START DATE: MM/DD/YYYY) (END DATE: MM/DD/YYYY)

☐ Cumulative Injury (If Specific Injury, use the start date as the specific date of injury)

Done

# e-forms: No Companion Cases

- If there are no companion cases, fill out Coversheet 1 and then click on Form 1

DECLARATION OF READINESS TO PROCEED - Windows Internet Explorer

https://ieamsdm.dwc.ca.gov/eamseforms/

File Edit View Favorites Tools Help

Links Employer Search DIR DWC EAMS claims administrator and representatives' offices Case Search

DECLARATION OF READINESS TO PROCEED

[Attachment](#) | [Submit](#) | [Help](#) | [Print PDF](#) | [Search](#) | [Search Next](#)

Coversheet -1 | Coversheet- 2 | Coversheet- 3 | Coversheet- 4 | Coversheet- 5 | Form -1 | Form -2 | Form -3 | Form -4

STATE OF CALIFORNIA  
DWC DISTRICT OFFICE  
E-COVER SHEET

REQUIRED FIELDS SHOWN BY \*\*\*



# e-forms: Venue Location

When filling out Form 1 (page 1) of the Application for Adjudication of Claim, C&R, or Stips the ZIP Code determines the Venue

**EAMS** Election: Adjudication Management System

Page 1 Page 2 Page 3 Page 4 Page 5 Page 6 Page 7 Page 8 Page 9 Page 10 Page 11 Page 12

**STATE OF CALIFORNIA  
DEPARTMENT OF INDUSTRIAL RELATIONS  
WORKERS' COMPENSATION APPEALS BOARD  
APPLICATION FOR ADJUDICATION OF CLAIM**

**Case Number** Please Fill in CoverSheet **Amended Application** ☐

**SSN(Numbers Only)** Please Fill in CoverSheet

**\*Venue Choice is based upon:**

- ☐ Residence of employee (Labor Code section 5501.5(a)(1).)
- ☐ Location where injury occurred (Labor Code section 5501.5(a)(2).)
- ☐ Principal address of employee's attorney (Labor Code section 5501.5(a)(3).)

**\* Enter the zipcode for the venue choice designated above, and then tab to Hearing Location Field and choose the corresponding Hearing Location Code**

# Unstructured e-form

Unstructured Eform - Windows Internet Explorer

http://134.186.225.41/convdr5/jsp/unstructured\_eform.jsp

File Edit View Favorites Tools Help

Links Employer Search DIR DWCEAMS claims administrator and representatives' offices Case Search

Unstructured Eform

Electronic Adjudication Management System

EAMS

Master Case Number\*:

Enter Case Reference:

Case Reference:

Case Type\*:

Document Type\*:   
(You must select Case Type before selecting Doc Type)

Document Title\*:   
(You must select Doc Type before selecting Doc Title)

Author:

Document Date:  (mm/dd/yyyy)

File Upload\*:

Done Trusted sites 100%

# Unstructured e-form – con't

Unstructured Eform

**EAMS** Electronic Adjudication Management System

Master Case Number\*:

Enter Case Reference:

Case Reference:

Case Type\*:

Document Type\*:   
*(You must select Case Type before selecting Doc Type)*

Document Title\*:   
*(You must select Doc Type before selecting Doc Title)*

Author:

Document Date:  *(mm/dd/yyyy)*

File Upload:

If it is a document your office prepared, enter your UAN; if a medical report, the practitioner's name; if subpoenaed records, the name of the facility; if it is a document from a claims administrator office, their UAN; if it is a document from an employer, the employer's name; if it is a document from an entity with a UAN, their UAN

# Unstructured e-form - con't

Unstructured Eform - Windows Internet Explorer

https://eamsdm.dwc.ca.gov/eamseforms/WcmSignIn.jsp

File Edit View Favorites Tools Help

Links Employer Search DIR DWC EAMS claims administrator and representatives' offices Case Search

★ ☆ Unstructured Eform

**EAMS** Electronic Adjudication Management System

Master Case Number\*:

Enter Case Reference:

Case Reference:

Case Type\*:

Document Type\*:   
(You must select Case Type before selecting Doc Type)

Document Title\*:   
(You must select Doc Type before selecting Doc Title)

Author:

Document Date:  (mm/dd/yyyy)

File Upload\*:

Enter **ONLY** Case Numbers Here –  
Do **NOT** enter IW name – this is  
where you add companion case  
number(s)

# Unstructured e-form - con't

Unstructured Eform - Windows Internet Explorer

https://eamsdm.dwc.ca.gov/eamseforms/WcmSignIn.jsp

File Edit View Favorites Tools Help

Links Employer Search DIR DWC EAMS claims administrator and representatives' offices Case Search

Unstructured Eform

---

**EAMS** Electronic Adjudication Management System

Master Case Number\*:

Enter Case Reference:

Case Reference:

Case Type\*:

Document Type\*:   
*(You must select Case Type before selecting Doc Type)*

Document Title\*:   
*(You must select Doc Type before selecting Doc Title)*

Author:

Document Date:  *(mm/dd/yyyy)*

File Upload\*:

After you click "ADD" the companion case number(s) moves to this field

# Unstructured e-form – con't

Unstructured Eform - Windows Internet Explorer

https://eamsdm.dwc.ca.gov/dwceformswp/jsp/unstructured\_eform.jsp?hdmContextNam

File Edit View Favorites Tools Help

Unstructured Eform

**EAMS** Electronic Adjudication Management System

Master Case Number\*: ADJ123456789

Case Reference:

Enter Case Reference:

Case Type\*: ADJ

Document Type\*: LEGAL DOCS  
(You must select Case Type before selecting Doc Type)

Document Title\*: PETITION FOR JOINDER  
(You must select Doc Type before selecting Doc Title)

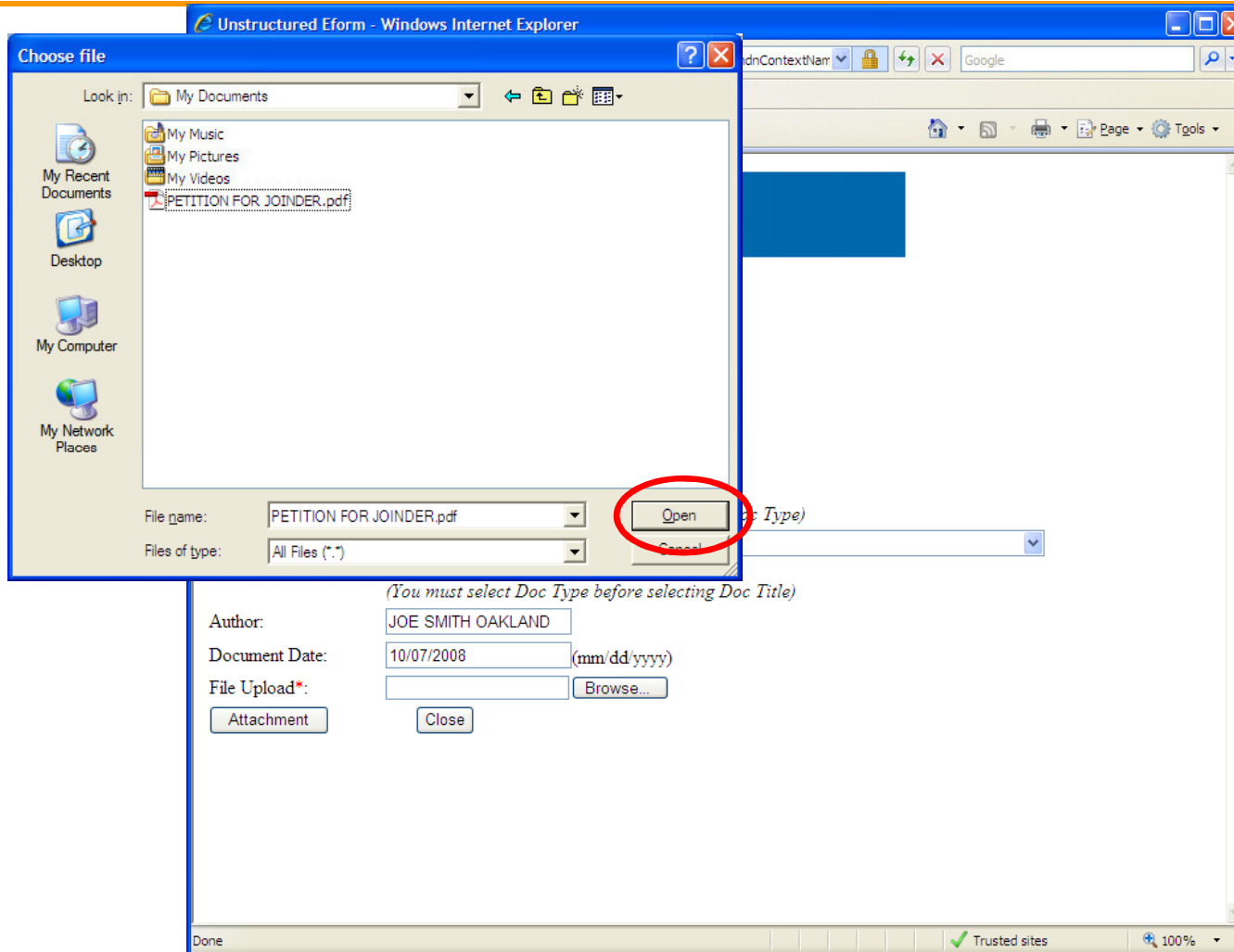
Author: JOE SMITH OAKLAND

Document Date: 10/07/2008 (mm/dd/yyyy)

File Upload\*:

Done Trusted sites 100%

# Unstructured e- form - Select File to Attach



# Unstructured e- form - Attachment selected

Unstructured Eform - Windows Internet Explorer

https://eamsdm.dwc.ca.gov/dwiceformswp/jsp/unstructured\_eform.jsp?hdnContextNam

File Edit View Favorites Tools Help

Unstructured Eform

**EAMS** Electronic Adjudication Management System

Master Case Number\*: ADJ123456789

Case Reference:

Enter Case Reference: ADD DELETE

Case Type\*: ADJ

Document Type\*: LEGAL DOCS  
(You must select Case Type before selecting Doc Type)

Document Title\*: PETITION FOR JOINDER  
(You must select Doc Type before selecting Doc Title)

Author: JOE SMITH OAKLAND

Document Date: 10/07/2008 (mm/dd/yyyy)

File Upload\*: C:\Documents and Setting Browse...

Attachment Close

Done Trusted sites 100%



# Unstructured e- form - Ready to Submit

Unstructured Eform - Windows Internet Explorer

https://eamsdm.dwc.ca.gov/dwceformswp/attachData

File Edit View Favorites Tools Help

Unstructured Eform

**EAMS** Electronic Adjudication Management System

Master Case Number\*:

Case Reference:

Enter Case Reference:

Case Type\*:

Document Type\*:   
(You must select Case Type before selecting Doc Type)

Document Title\*:   
(You must select Doc Type before selecting Doc Title)

Author:

Document Date:  (mm/dd/yyyy)

File Upload\*:

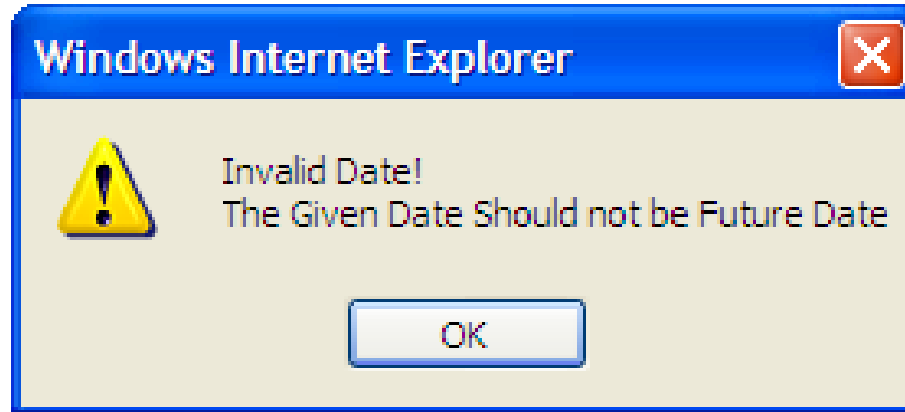
Master Case Reference	Case ID	Case Type	Document Type	Document Title	File Name	
ADJ123456789		ADJ	LEGAL DOCS	PETITION FOR JOINDER	C:\Documents and Settings\charles ellison\My Documents\PETITION FOR JOINDER.pdf	<input type="button" value="Delete"/>

Done Trusted sites 100%

## e-forms: Errors

---

If you enter a future date in a required field, or fail to enter any information in a required field you'll get an error message when you click Submit. Click OK and you will be redirected to the specific field to fix the error. **HOWEVER**, if you misspell names, addresses, etc. in a required field – your document will then go to the unprocessed document queue (UDQ) where a clerk will try to figure out what went wrong.





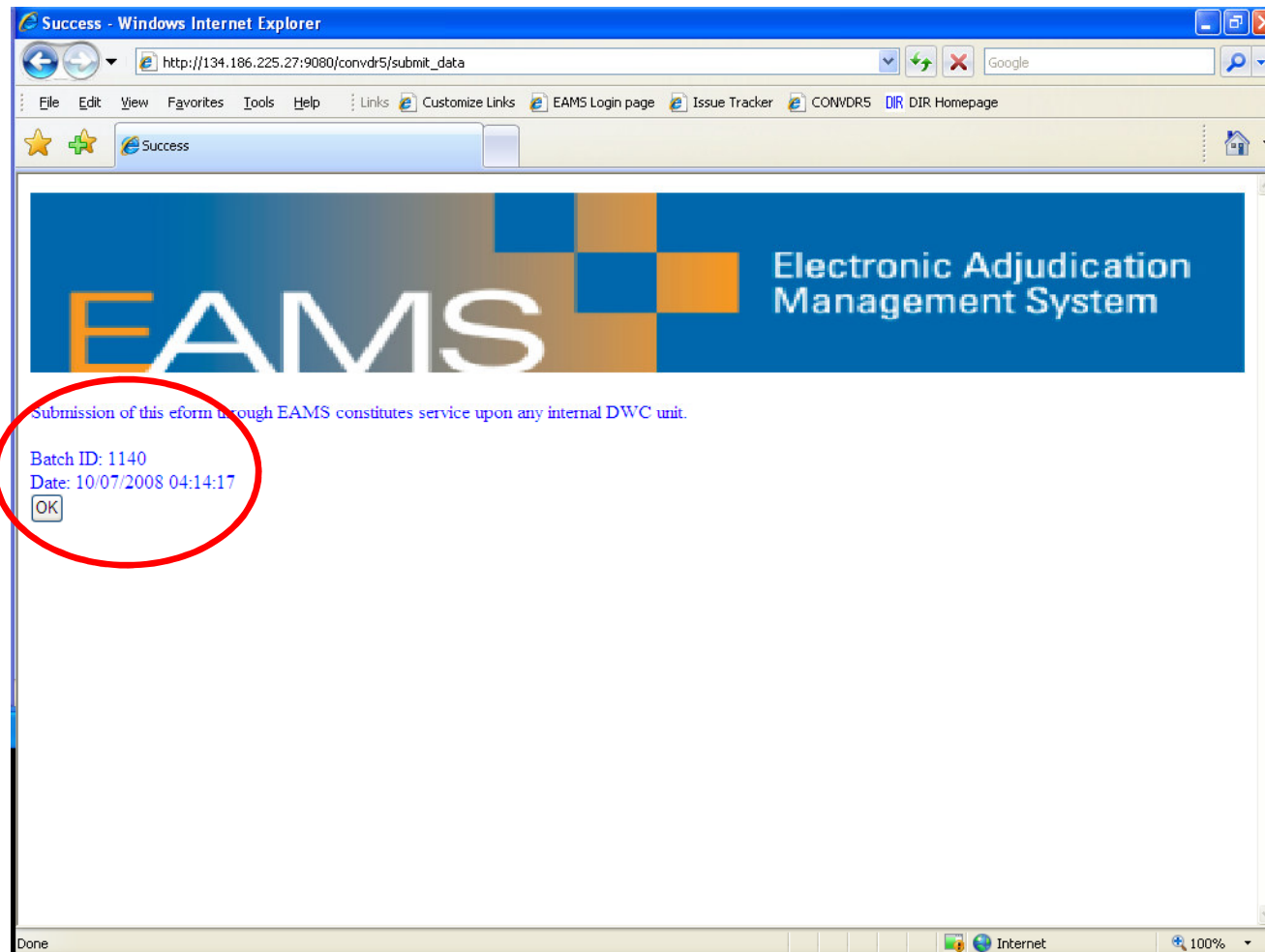
## e-forms: Document Service

---

- When you have to serve documents to other parties you will need to print your e-form.
- Use the “print PDF” function on the form to print all at once and/or save to your hard drive
- You only need to print the pages on which you have filled in data

• **PRINT BEFORE YOU CLICK SUBMIT**

# Batch ID - Success!





## View Your Documents in FileNet

---

- Open the ADJ Home Page
- Click on the “INT” tab in the upper left – this opens the INT Home Page
- Scroll to the Case Documents Section – Click on the INITIALS – “ADJ” (if you click on the case number just below it, you will go back to the ADJ Home Page)
- FileNet opens – follow the directions in the Reference Guide – pg 47 on how to best view the documents

# External Home Page

External User Search for Information - Windows Internet Explorer

https://eams.dwc.ca.gov/external/en\_US/DWCExternalUser\_searchInformationPage.do

File Edit View Favorites Tools Help

★ Favorites 📁 Employer Search DIR DWC EAMS claims administr... 📁 Case Search 📁 Registration 📁 Get More Add-ons ▾

📁 Login page DIR DWC EAMS claims administra... DIR DWC EAMS representatives' ... External User Search for ... x

Home | Inbox | My Calendar | My Cases | Search | Log Out

EEAMS App 2: Build Number 0030

**EAMS** Electronic Adjudication Management System

Skip to main content

**navigation**

- External User Search
- eForms

**recent items**

**External User Search for Information**

**Search Criteria**

Case Number:  Legacy Case Reference:

Date Of Injury:  Participant Type:

**Search Results**

Case Number	Employed Worker	Date Of Injury	Case Status	Date Opened	Status	Archived
-------------	-----------------	----------------	-------------	-------------	--------	----------

Enter the EAMS ADJ Case Number

Then Click Search

Done Trusted sites 100%

# Search by EAMS Case Number – cont'd

External User Search for Information - Windows Internet Explorer

https://eams.dwc.ca.gov/external/en\_US/DWCExternalUser\_searchInformationAction.do

File Edit View Favorites Tools Help

★ Favorites 📁 Employer Search 📄 DIR DWC EAMS claims administr... 📄 Case Search 📄 Registration 📄 Get More Add-ons ▾

📄 Login page 📄 DIR DWC EAMS claims administra... 📄 DIR DWC EAMS representatives' ... 📄 External User Search for ... x

Home | Inbox | My Calendar | My Cases | Search | Log Out

EEAMS App 2: Build Number 0030

**EAMS** Electronic Adjudication Management System

Skip to main content

**navigation**

- External User Search
- eForms

**recent items**

**External User Search for Information**

**Search Criteria**

Case Number:  Legacy Case Reference:

Date Of Injury:  Participant Type:

**Search Results (Number of Items: 1)**

Case Number	Injured Worker	Date Of Injury	Case Type	Date Opened	Status	Archived
<a href="#">ADJ7423481</a>	<a href="#">DOLORES ESTRADA</a>		Product Delivery	9/1/2010	Active	Active - Not archived

Click on the ADJ Case Number to see case information

Trusted sites 100%

# ADJ Home Page

Adjudication Product Delivery Home: ADJ4428318 - Windows Internet Explorer

https://eams.dwc.ca.gov/eams/en\_US/DWCADJProductDelivery\_homePage.do?caseID=8756636&\_o3rpu=IC\_homePage.do%3FcaseID%3D8756635

File Edit View Favorites Tools Help

Links Employer Search DIR DWC EAMS claims administrator and representatives' offices Case Search

DIR DWC EAMS claims administra... DIR DWC EAMS representatives' ... Adjudication Product Del...

Home | Inbox | My Calendar | My Cases | Search | Log Out

EAMS App 2: Build Number 0026

**EAMS** Electronic Adjudication Management System

navigation

- Home
- Hearing Case
- Communications
- Events
- Financials
- Liens
- Notes
- Orders
- Penalties
- PD/TD/Other Benefits
- Part of Body
- Related Cases
- Status History
- Tasks
- User Roles
- External User Request For Action

recent items

- INT4428318
- ADJ4428318
- INT1489381
- ADJ1489381
- APP2806916
- ADJ2806916
- INT4354068
- ADJ4354068
- APP5772579
- MYRA HIGUERA - 620141029

Click on "INT" tab

INT

ADJ

Adjudication Product Delivery Home: [ ]

Edit

**Manage**

[Restore to Inactive](#) [Add Applicant](#) [Transmit To Recon](#)

[Close Case](#) [Add Defendant](#) [Transmit to DO: Judge Action Required](#)

[Inactivate Case](#) [Reject DOR](#) [Transmit to DO: No Judge Action Required](#)

**Case Details**

Product Name:	ADJ - DWC District Office	Case Reference:	[ ]
Primary Client:	[ ]	Legacy Case ID:	[ ]
Start Date:	8/18/1992	Status:	Active
Priority:	Low	End Date:	
Owner:	Janet Coulter [Change]	Occupation:	
Occupation Code:		Cause Of Injury:	
Lien:	Yes	Location:	AHM-ADJ [Change]
Pro Per:	No	Related Cases:	No
Master Case:	No	Date Of Settlement:	

**Applicant and Defendant**

Applicant	Role	Action	Defendant	Role	Action
LOGOS LANGUAGE SANTA ANA	Other Employer	<a href="#">Delete</a>	UGA SERVICE CORP INS DIV	Legacy Insurance Company	<a href="#">Delete</a>
KLEMPNER & KLEMPNER	Lien Claimant	<a href="#">Delete</a>	KNOTT'S SCARY FARM	Employer	<a href="#">Delete</a>
LAURA SALAS INTERPRETING	Lien Claimant - Interpreter	<a href="#">Delete</a>	FERRELL WEBER ANAHEIM	Legacy Law Firm	<a href="#">Delete</a>
[ ]	Injured Worker	<a href="#">Delete</a>			
KAISER PERMANENTE, SO CAL DIV.	Lien Claimant - Medical Provider	<a href="#">Delete</a>			
TIMOTHY A. ROWE, HEARING REP.	Lien Claimant - Medical Provider	<a href="#">Delete</a>			
RONALD WINTERS	Legacy Law Firm	<a href="#">Delete</a>			
EDD SDI SAN BERNARDINO	Lien Claimant	<a href="#">Delete</a>			
QUESTION CORP	Lien Claimant - Medical	<a href="#">Delete</a>			



# INT Home Page

Integrated Case Home: INT4428318 - Windows Internet Explorer

https://eams.dwc.ca.gov/eams/en\_US/IC\_homePage.do?caseID=8756635

File Edit View Favorites Tools Help

Links Employer Search DIR DWC EAMS claims administrator and representatives' offices Case Search

DIR DWC EAMS claims administra... DIR DWC EAMS representatives' ... Integrated Case Home: I... x

Home | Inbox | My Calendar | My Cases | Search | Log Out

EAMS App 2: Build Number 0026

**EAMS** Electronic Adjudication Management System

Skip to main content  
New Task | New Activity

**navigation**

- Home
- Case Participants
- Communications
- Events
- Notes
- Products
- Related Cases
- Request for Change of Physician
- Tasks
- User Roles

**recent items**

- INT4428318
- ADJ4428318
- INT1489381
- ADJ1489381
- APP2806916
- ADJ2806916
- INT4354068
- ADJ4354068
- APP5772579
- MYRA HIGUERA - 620141029

**Options**

- New Product
- Edit Case Header
- Close Case
- New Note
- Change Primary Client
- Add Insurance Claim Number

**Details**

Case Reference:		Type:	INT
Primary Client:		Status:	Open
Owner:	SYSEAMS	Priority:	Low
Creation Date:	8/18/1992	Nature of Injury:	
Archival Status:	Active - Not archived	Archival Rule:	Automated Archival
Date of Injury:	10/31/1913	CT From Date:	
Special Circumstance:	No	CT To Date:	
Jurisdictional Claim No.:			

**Insurance Claim Number(s)**

Claims Administrator	Claim Number	Source

**Case Documents**

ADJ	VOC	UEBTF	INT
INT	RSU	SIBTF	

**Products**

Case Reference	Primary Client	Type	Start Date	Status
		ADJ	8/18/1992	Active

**Case Members**

**Comments**

Click on "ADJ"

# FileNet Page

Workplace: EAMS\_OS : EAMS SEARCH - Windows Internet Explorer

https://eamsdm.dwc.ca.gov/eamsdocsearch/WcmObjectBookmark.jsp?windowId=\_1.T123a659d19e&eventTarget=layout!form&eventName=ExecuteSearch

File Edit View Favorites Tools Help

Links Employer Search DIR DWC EAMS claims administrator and representatives' offices Case Search

Workplace: EAMS\_OS : EAMS SEARCH

Charles Ellison III | Thursday, September 10, 2009

Search View Search Help | Close

Selected Search Template: EAMS\_OS > EAMS SEARCH

Hide Search Criteria | Add Document Printable View

Find released documents, where:

Case ID is equal to

Case Type is equal to

Admitted is equal to

Admitted Prop ID is equal to

Proponent is equal to

Author contains

Operator Id contains

EAMS Doc ID is equal to

Doc Status is equal to

Doc Type is equal to

Doc Title is equal to

Doc Date is less than or equal to  Clear (MM/d/yy)

Doc Date is greater than or equal to  Clear (MM/d/yy)

Doc Entry Date is less than or equal to  Clear (MM/d/yy)

Doc Entry Date is greater than or equal to  Clear (MM/d/yy)

Received Date is less than or equal to  Clear (MM/d/yy)

Received Date is greater than or equal to  Clear (MM/d/yy)

Max Results:

Search Restore Defaults

Actions Menu Items Found: 9 View: Detailed Show Items: 20

	Title	Doc Title	Doc Type	Doc Status	Admitted	Admitted Prop ID	Proponent	Author	Operator Id	EAMS Doc ID	Doc Date	Doc Entry Date	Received Date	Priority Flag
<input type="checkbox"/>	COVER SHEET	COVER SHEET	MISC	PUBLIC					Cherrise Rogers	3695350	1/28/09 12:00 AM	3/11/09 12:00 AM	1/28/09 12:00 AM	NO
<input type="checkbox"/>	Oh_what_a_lovely_da1.doc	TYPED OR WRITTEN LETTER	MISC	PUBLIC					sharyn sala	3728505	3/12/09 12:00 AM	3/12/09 2:31 PM	3/12/09 12:00 AM	NO
<input type="checkbox"/>	General Correspondence[1].doc	CORRESPONDENCE-OTHER	MISC	PUBLIC					tu lam	4784812	5/1/09 12:00 AM	5/1/09 2:28 PM	5/1/09 12:00 AM	NO
<input type="checkbox"/>	POS JON1195.PDF	PROOF OF SERVICE	LEGAL DOCS					INIGUEZMICHELLE	INIGUEZMICHELLE	119184	2/17/09 12:00 AM	2/17/09 3:39 PM	2/17/09 3:39 PM	NO
<input type="checkbox"/>	MEASURE PAGE.doc	OFFICIAL ADDRESS RECORD	MISC					fred smith	CEAdminProd	12220	10/9/08 12:00 AM	10/9/08 4:13 PM	10/9/08 4:13 PM	NO
<input type="checkbox"/>	fdajfakjdfadjfioadjfadjfajefiahewfndf.doc	CORRESPONDENCE-OTHER	MISC	PUBLIC				Wallace	tu lam	4777803	5/1/09 12:00 AM	5/1/09 12:05 PM	5/1/09 12:00 AM	NO
<input type="checkbox"/>	SOB JON1195.PDF	CORRESPONDENCE-OTHER	MISC					INIGUEZMICHELLE	INIGUEZMICHELLE	119183	2/17/09 12:00 AM	2/17/09 3:39 PM	2/17/09 3:39 PM	NO
<input type="checkbox"/>	NOTICE AND REQUEST FOR ALLOWANCE OF LIEN	NOTICE AND REQUEST FOR ALLOWANCE OF LIEN	LIENS AND BILLS					INIGUEZMICHELLE	INIGUEZMICHELLE	{E5388A20-4EF7-4061-B8A5-02645A9933A4}	2/17/09 3:39 PM	2/17/09 3:39 PM	2/17/09 3:39 PM	NO
<input type="checkbox"/>	Order_Dismissing_Case[1] ADJ6649856.doc	CORRESPONDENCE-OTHER	MISC	PUBLIC				Della Hinshaw	sharyn sala	3728396	3/12/09 12:00 AM	3/12/09 2:29 PM	3/12/09 12:00 AM	NO



# Specific Issues

---

Avoid mistakes



# Attachments

---

- Do not file the following separately. Scan them in together as a single document/attachment
  - Benefit Notices – you can separate TTD from PD notices
  - Explanation of Benefits (EOBs)
  - L C 4906(g) statements
  - Lien bills
  - Medical Management Reports
  - Physical Therapy Notes
  - PR-2 Reports



## Attachments to an e-form

---

- If you are submitting an e-form that will have attachments:

**Use the Attachment link at the top of the page**

- Do not submit the e-form and then fill out an unstructured e-form



# Case Number

---

- Biggest problem – sloppy typing – especially on unstructured e-form
- ADJ case numbers NEVER have zero for the first digit
- Do NOT just put “ADJ” in front of the Legacy Case Number
- Do NOT enter both the ADJ and Legacy Case Number
  - Example: do NOT put the EAMS ADJ number in the main case field and the corresponding Legacy case number in the companion case field – they are the same case

Master Case Number\*: Enter Case Reference:  

Case Reference:

Case Type\*: Document Type\*: 

(You must select Case Type before selecting Doc Type)

Document Title\*: 

(You must select Doc Type before selecting Doc Title)

Author: Document Date:  (mm/dd/yyyy)File Upload\*: Uploaded Documents

Master Case Reference	Case ID	Case Type	Document Type	Document Title	File Name	
ADJ1234567		ADJ	MEDICAL DOCS	AME REPORTS	C:\Documents and Settings\Charles Ellison\Desktop\Smith AME 10-1-09.doc	<input type="button" value="Delete"/>
ADJ1234567		ADJ	MEDICAL DOCS	AME REPORTS	C:\Documents and Settings\Charles Ellison\Desktop\Smith Supplemental AME 11-1-09.doc	<input type="button" value="Delete"/>
ADJ1234657		ADJ	MEDICAL DOCS	TREATING PHYSICIAN	C:\Documents and Settings\Charles Ellison\Desktop\Jones PR-2s 9-1-07 thru 4-1-09.doc	<input type="button" value="Delete"/>
ADJ1234567		ADJ	MEDICAL DOCS	P & S REPORT	C:\Documents and Settings\Charles Ellison\Desktop\Jones P&S 6-1-09.doc	<input type="button" value="Delete"/>
						<input type="button" value="Submit"/>

Master Case Number\*: Enter Case Reference:  

Case Reference:

Case Type\*: Document Type\*: *(You must select Case Type before selecting Doc Type)*Document Title\*: *(You must select Doc Type before selecting Doc Title)*Author: Document Date:  (mm/dd/yyyy)File Upload\*: Uploaded Documents

Master Case Reference	Case ID	Case Type	Document Type	Document Title	File Name	
ADJ1234567		ADJ	MEDICAL DOCS	AME REPORTS	C:\Documents and Settings\Charles Ellison\Desktop\Smith AME 10-1-09.doc	<input type="button" value="Delete"/>
ADJ1234567		ADJ	MEDICAL DOCS	AME REPORTS	C:\Documents and Settings\Charles Ellison\Desktop\Smith Supplemental AME 11-1-09.doc	<input type="button" value="Delete"/>
ADJ1234657		ADJ	MEDICAL DOCS	TREATING PHYSICIAN	C:\Documents and Settings\Charles Ellison\Desktop\Jones PR-2s 9-1-07 thru 4-1-09.doc	<input type="button" value="Delete"/>
ADJ1234567		ADJ	MEDICAL DOCS	P & S REPORT	C:\Documents and Settings\Charles Ellison\Desktop\Jones P&S 6-1-09.doc	<input type="button" value="Delete"/>
						<input type="button" value="Submit"/>





# Companion Cases

---

- Do NOT select the radio button “Companion Cases Exist” nor enter any companion case numbers for:
  - Application for adjudication of claim
  - Amended application for adjudication of claim
  - Answers
  - Lien claims
  - Rating requests



# Doc Titles

---

- Use the Correct **EXTERNAL** document titles
- Refer to the Doc Type and Title list found on the OCR forms page and the website
- **Never** use Exhibit or Evidence Doc Titles
- Scanned settlement documents use ONLY
  - ADJ – MISC – CORRESPONDENCE-OTHER – even if you are doing a walk-through of the settlement – The DCS is where you select “walk-through” “Yes” – NOT in the Doc Title



## Doc Titles – New

---

- Ones that impact e-filing the most:
  - ADJ – LEGAL DOCS – 10770.5 VERIFICATION
  - ADJ – LEGAL DOCS – 10770.6 VERIFICATION
  - ADJ – LEGAL DOCS – PROPOSED ORDER/AWARD
  - ADJ – LEGAL DOCS – VENUE VERIFICATION
  - ADJ – LIENS AND BILLS – BILLS-OTHER
  - ADJ – MEDICAL DOCS – P&S REPORT
  - ADJ – MEDICAL DOCS – TREATING PHYSICIAN
  - DEU – MISC – PROOF OF SERVICE

# Duplicate Filing

---

- In a word, **DON'T**
- If you don't see the document in FileNet after the next batch run, **WAIT**, check the next morning
- If it still is not there, email the HelpDesk
  - IW name & DOB, Batch ID #, UAN – EAMS case number if used
  - **DO NOT REFILE**
- If told it is in the UDAQ, **WAIT** for the email from the UDAQ Operator – **DO NOT REFILE**
  - UDAQ Operator may have to un-archive a case
  - May fix the problem and reprocess
  - Will email you with the problems

## Duplicate Filing – con't

---

- You have emailed the HelpDesk...
- If told it is **not** in the UDAQ, email Jackie – [JMCCONNIE@DIR.CA.GOV](mailto:JMCCONNIE@DIR.CA.GOV) with the Batch ID, IW Name & DOB, the EAMS case number from the Document Coversheet you filed (you probably entered the incorrect case number)
  - She will email you to advise if the documents were moved to the correct case or deleted.
  - **DO NOT REFILE** unless her email says they were deleted

## Duplicate Filing – con't

---

- Right after you click “Submit” you realized you made a mistake
- Email Jackie with
  - IW Name
  - Batch ID
  - Case Number
  - **DO NOT REFILE**
- If the Batch is in the UDAQ she will delete it
- If the Batch processed successfully, she will have to delete the documents
- Either way, **DO NOT REFILE** – wait for her email



# Fields

---

- If there is no information to enter in a field, **LEAVE IT BLANK**
- For example:
  - SSN – if not listing, do NOT type “NONE”
  - New case – in the case number field do NOT type “UNASSIGNED”
  - Self-insured employer – in the insurance company name do NOT type “NONE” or “SELF-INSURED”

**LEAVE IT BLANK**



## Filing Date

---

- As you know, if you submit a batch on a holiday or Saturday, assuming it is successful, the filing date is on the next DWC business day
- The same holds true for batches submitted on Furlough Days



# Labeling your Documents

---

- Do **not** use “EXHIBIT”, “EVIDENCE” “APPLICANT 1” etc.
- Abbreviations
  - They must make sense to anyone reading it
  - I don’t know what “LSSPOFS” or “A273458353.pdf” means
  - Some you just can’t abbreviate to make sense to everyone
  - For Example:

• Signed C&R	Compromise and Release
• Signed Stips	Stipulations with Request for Award
• NOR	Notice of Representation
• Pet 5710	Petition for LC Section 5710 attorney’s fee
• Pet Recon	Petition for Reconsideration
• Answer-Recon	Answer to Petition for Reconsideration
• Smith AME 1/4/9	Dr. Smith’s AME report of 01/04/2009
• POS	Proof of Service
• PD Notice	Permanent Disability Notice
• Wage Stmt	Wage Statement



## Non-mandatory fields

---

- Filling in just the marked “mandatory” fields is not enough
- Just because it isn’t mandatory doesn’t mean that the information is to be left out – just as it was pre-EAMS, you need to fill in all the information available in order for the form to be complete
- The e-form settlement document fields need to mirror or match the fields on the scanned in signed settlement document



# OCR Documents

---

- Do **not** attach the corresponding OCR form to your e-form
  - Exceptions:
    - Settlement Documents
    - Death Application
- Do **not** prepare OCR Coversheets and Separator Sheets for unstructured documents. The Unstructured e-form takes care of this



# Proof of Service

---

- Use the correct format in the upper left hand corner:
- Your proof of service needs all of the following in the upper left hand corner:
- Uniform Assigned Name
- EAMS Administrator Name
- EAMS Administrator's Phone – Direct or with Extension
- EAMS Administrator's Email
  - Page 30 of the Reference Guide



## Proof of Service – cont'd

---

- If you are attaching a list of the case participants you are serving, make it an additional page of the proof of service and scan all the pages together so you only have one document



# Reprocessed Batch

---

- You receive an email that says “Your batch has been reprocessed”
  - This means that the UDQ Operator FIXED what was wrong that caused the batch to err to the UDQ and has re-submitted it
  - After the next batch run, check to see if the document(s) are in FileNet
    - If not, **DO NOT REFILE**
    - Email the UDQ Operator for follow-up



# Self-Insured Employers

---

- In the Employer section, select the radio button “Self Insured”
- Do **not** enter anything in the Insurance Company section on the form – **LEAVE IT BLANK**
- You **MUST** enter the Claims Administrators’ Office UAN and address
  - If they self administer their claims, enter their UAN and address
  - If they use a TPA, enter the TPA’s UAN and address



# Form Specifics

---

- Get your forms and form packages correct





# Application form package

---

- Application for Adjudication of Claim e-form
  - All filers
- 4906(g) – ADJ-LEGAL DOCS-4906(g) DECLARATION
  - If filed by Representative for IW only add:
- Fee Disclosure Stmt – ADJ-LEGAL DOCS-FEE DISCLOSURE STATEMENT
- Venue Authorization – ADJ-MISC-LEGAL DOCS-VENUE VERIFICATION
  - If filed by/on behalf of Lien Claimant add
- 10770.5 Verification – ADJ-LEGAL DOCS-10770.5 VERIFICATION
  - All Filers add
- Proof of Service – ADJ-LEGAL DOCS-PROOF OF SERVICE



# DOR form package

---

- Declaration of Readiness to Proceed e-form
- Medical Report – file one, select from below:
  - ADJ-MEDICAL DOCS-QME
  - ADJ-MEDICAL DOCS-AME
  - ADJ-MEDICAL DOCS-ALL MEDICAL REPORTS
  - If the issue is non-medical, attach one document addressing the issue using ADJ – MISC – CORRESPONDENCE-OTHER
- **If filed by/on behalf of Lien Claimant add**
- 10770.6 Verification – ADJ-LEGAL DOCS-10770.6 VERIFICATION
- Proof of Service (all filers) – ADJ-LEGAL DOCS-PROOF OF SERVICE



# Lien form package

---

- Notice and Request for Allowance of Lien e-form
- Itemized Statement of Charges
  - If medical – ADJ-LIENS AND BILLS-MEDICAL BILLS
  - If non-medical – ADJ-LIENS AND BILLS-BILLS OTHER
- 10770.5 Verification – ADJ-LEGAL DOCS-10770.5 VERIFICATION
- Proof of Service – ADJ-LEGAL DOCS-PROOF OF SERVICE



# Ratings

---

- Pro Per (unrepresented)
  - Use DEU Prefix even if DEU PDU does not exist – Guide pg 24
  - Use only these e-forms:
  - EMPLOYEE'S PERMANENT DISABILITY QUESTIONNAIRE
  - AND either:
  - REQUEST FOR SUMMARY RATING-QME REPORT
  - Or
  - REQUEST FOR SUMMARY RATING DETERMINATION-PRIMARY TREATING PHYSICIAN REPORT
- If you do not have an ADJ case number, file it as a NEW CASE
- If you attach a proof of service use the attachment link on the e-form and use DEU-MISC–PROOF OF SERVICE



## Ratings – con't

---

- Represented IW
  - Use ONLY:
  - REQUEST FOR CONSULTATIVE RATING
- If you attach a proof of service use the attachment link on the e-form and use DEU-MISC–PROOF OF SERVICE

Division of Workers' Compensation



## EAMS Help Desk





## Contacting the EAMS Help Desk

---

- e-form trial users to contact EAMS Help Desk when you have question(s)/problem(s)
- Preferred method of contact is:
  - 1) Send an e-mail to [EAMSHelpDesk@DIR.CA.GOV](mailto:EAMSHelpDesk@DIR.CA.GOV)
  - 2) Call the Call Center @ 1-888-771-3267 option #4
- Hours: 7 a.m. to 6 p.m.
  - e-mails after 5 p.m. may be handled the next business day
- NOTE: Only the administrator or alternate may contact the EAMSHelpDesk



## e-form Submission

---

- Completion of e-form submission will generate a batch ID#
- Print batch ID# and keep for future reference
- Verify next day to see if your e-form was successfully submitted in case
- Don't see it???
- E-mail information to [EAMSHelpDesk@dir.ca.gov](mailto:EAMSHelpDesk@dir.ca.gov) so we can research to see what happened to the e-form – remember, **only** the primary or alternate administrator can email the HelpDesk

(Please include Batch ID #, case #, IW's name, and the type of e-form submitted, screen shots when appropriate, your contact information including your UAN)



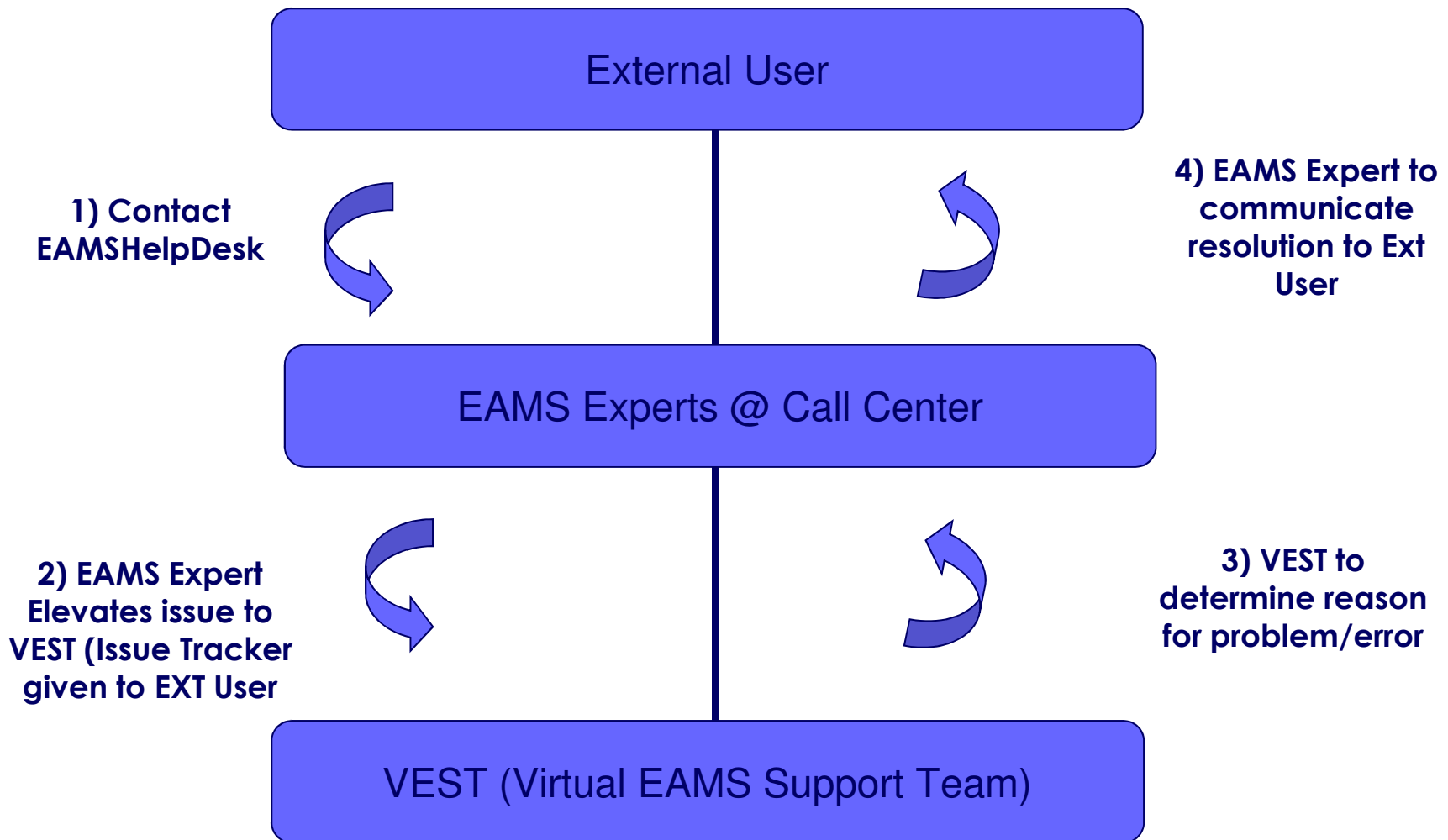


# Problem Solving in EAMS

---

- If EAMS expert is unable to determine problem after researching issue will be submitted to “issue tracker”
- What is issue tracker?
  - Additional team of EAMS experts who investigate and resolve issues
  - Issue tracker ID# will be given to external user as a reference number to track status
  - Upon response from issue tracker, external user will be contacted and notified of outcome

# Problem Solving Chain of Command





## Helpful Hints

---

- Take screen shots of error messages
- How? **ALT + Print Screen** then save into a Word document and attach to your e-mail for Help Desk to view & possibly submit to issue tracker
- 15 minutes of inactivity on EAMS will time you out
- 30 minutes of inactivity on e-form will time you out & will have to start e-form all over
- If you are working on an e-form and EAMS times you out, you can still submit your e-form

# e-form Filer Partnership

---

- Patience & teamwork
- e-forms trial participants help find potential bugs



- Thank you!!!

Division of Workers' Compensation



## The UDQ





# What's the UDAQ?

---

- Unprocessed document queue
- Where forms with mistakes end up
- Processed centrally
- Currently have three (5) UDAQ Operators



## Staying out of the UDAQ

---

- Review your case in EAMS to get all information you need to file your document BEFORE you file it – check for correct spellings, addresses and dates
- If you are a case participant and can't see your case in EAMS, E-mail the Help Desk **before** you file your document
- Please use the EAMS case number, not the legacy case number on your documents. Use the case number lookup tool on the Web site.

## Staying out of the UDAQ

---

- Don't check a box/radio button unless you mean it—you can't uncheck, you will have to exit and start from scratch
- Leave fields blank where they do not apply: If there is no applicant or defense attorney, leave the fields blank. Do **NOT** type N/A, NONE, IN PRO PER or anything else in the field
- If filing a case opening document, application, C&R, Stips, do **NOT** type "unassigned" in the case number field: Leave it blank; when filing new or amended applications, answers, liens or rating requests do **NOT** include companion case numbers on the Cover Sheet, even if they exist





## Staying out of the UDAQ – Amended Application

---

- Filing an amended Application for Adjudication: make sure the amended box is checked!
- You must enter the DOI on the Document Coversheet – failure to do so results in a default DOI being assigned.
- In paragraph 2 or in an addendum, please identify what is being amended, such as DOI, DOB, Name, Body Parts, etc.— for example, “Amending DOI to 01/01/2010.” We have to manually make the change so we need to know what you are changing.
- If you are changing the claims administrator in an amended Application, enter the new one in that section on the e-form, noting the change in paragraph 2 or an addendum.



## Staying out of the UDAQ: Use of the UAN

---

- Make sure you have your own Uniform Assigned Name (UAN) and everyone else's exactly right
- Make sure the UAN — **NOT** the claims adjuster's name—is in the claims administrator name field. Unless the employer is uninsured, this field must always have an UAN
- If the employer is self-insured, Do **NOT** put a name and address in the insurance company fields – they are not given the role of insurance company
- Claims administrators & lien claimants filing applications: You are the “applicant” in this instance; if there is an attorney representing the debt/lien claimant, their UAN goes in the applicant attorney field



# Staying out of the UDAQ: Document Titles

---

- Use the proper document title for attachments:
  - The drop down list contains both DWC internal and external users titles
  - You will need to refer to the external document title list that accompanies the OCR document separator sheet for external document titles and **ONLY** use those
- What if there is no document title for your attachment?
  - First question: Does the document require immediate review and action?
  - If no, it will be filed under ADJ – MISC - CORRESPONDENCE – OTHER
  - If yes, the document is filed ADJ – MISC - TYPED OR WRITTEN LETTER



## Staying out of the UDQ: Document Titles cont'd

---

- Examples:
  - A QME Notice – yes, it is a letter, but does not need to go to the immediate attention of the judge
  - Use ADJ – MISC – CORRESPONDENCE-OTHER
  - Cross-examination of Rater (see Guide pg 34)
  - File DOR requesting Conference
  - File LETTER requesting case be set for testimony
  - Use ADJ – MISC – TYPED OR WRITTEN LETTER
- It is extremely rare that you would use TYPED OR WRITTEN LETTER



## Staying out of the UDAQ: LIEN FILING

---

- No amended liens can be filed at this time. They ALL must be ORIGINAL, even if it is an amended lien filed in the case. Our system does not pick up the Original File Date, so when a lien is filed with the Amended box checked even with the proper Original Lien Date entered on the form, the system can't find the original filing date because it was not captured. This is true for ALL post EAMS liens. At this time, **ALL LIENS MUST BE FILED AS ORIGINAL** – Enter the date you prepare the lien in the field “DATE OF ORIGINAL LIEN” – this is the same date as entered on the Document Cover Sheet
- Do **NOT** attach the proof of service to the itemized billing statement; the Proof of Service must be a separate document



## Staying out of the UDAQ: Other Tips

---

- Please do **NOT** file cover letters. They are not needed
- Do **NOT** file copies of prior MOH/Awards/Orders; they are already in the District Office file
- If an e-form was filed and the attachments or proof of service were not filed; Do **NOT** file the same e-form again; just file the attachments/proof of service using the unstructured e-form
- Filing to do a walk-through: **BEFORE** going to the District Office you **MUST** verify that the documents are in EAMS



## Staying out of the UDAQ: Other Tips

---

- When entering EAMS case numbers on the Cover Sheet, the DOI field can be blank, and ensure that none of the boxes are checked for specific or cumulative trauma; this also applies to companion cases; but, make sure the case numbers are correct and belong to the correct injured worker
- Please be sure to enter your UAN on the Notice of Representation or Substitution of Attorney; e.g. “Please enter our appearance for XXXXXXXX. Our UAN is XXXXXXXX”
- If you are filing a Dismissal of Attorney with a Substitution of Attorney, scan them together as a single multi-page document.

Division of Workers' Compensation



Electronic Adjudication  
Management System

CA Department of Industrial Relations

## Tips & Tricks From External Users

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## e-forms Tips and Tricks

---

- Take advantage of the available tools and resources!
  - EAMS Web site
  - Help Desk
- Administrator and alternate
  - Managing the login and password
  - Training
  - Problem solving
  - Contacting the Help Desk
- Provide feedback!
  - Report problems
  - Report useful tips



## e-forms Tips and Tricks

---

- ORDER: Gather all pertinent info **AHEAD OF TIME**
  - EAMS case numbers
  - Uniform assigned names
  - Addresses for parties
  - Body parts, etc.
- PREPARE, SIGN and SCAN all documents to be submitted with your e-form *ahead of time*.
- LOG-OUT - Fill out your e-Forms *without interruptions* to avoid being logged out from EAMS/e-forms
- PRINT your e-Form *before submitting* & serve on parties



## e-forms Tips and Tricks

---

- E-filing allows for:
  - Accurate, faster submission time for you
  - Faster document processing at the District Office
  - Immediate submission status check

*Overall efficiency and timely results*

**AND IT'S EASIER!**



# Filling out e-forms by Copy and Paste

---

- Copy text blocks from your report and paste them into your e-form
- e-forms and mice don't like each other:
  - Trick for right-hand mouse users: Use <CTRL>c to copy, <CTRL>v to paste
  - Trick for left-hand mouse users: Use <CTRL><Insert> to copy, <SHIFT><Insert> to paste



## **Copy and Paste your Batch ID Info**

---

- Highlight your Batch ID number, date and time
- To copy, press Ctrl + c
- Open your Batch ID spreadsheet
- Paste this info into the proper field
- You can add the IW name, case number and the type of document filed
- This provides a central list of the batches submitted

Division of Workers' Compensation



## Q&A





## Q & A Process

---

- Write down your questions – leave room for answers
- Note your main question – ask it first
- Press \*1 if you want to ask a question
  - Our Moderator will be connecting you in order
- Each administrator will be able to ask 1 question initially
  - If you have more, press \*1 to get back in the queue
- Listen carefully to each question
  - Many of yours will be answered as we go
- If you have more, press \*1 to get back in the queue